



Job Description

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Position Title: Senior Manager of Warranty and Returns

Department: Quality

Location: Fort Smith, AR

Reports To: Vice President of Quality Assurance and Warranty

Revision Date: 29 April 2026

SUMMARY:

The Senior Manager of Warranty and Returns is responsible for leading the Central Return Center (CRC) and driving warranty reduction. The CRC facility processes core returns, warranty and labor claims across all Cloyes product lines. The core of this position is management of timely and accurate returns processing, identification of major returns issues and collaboration with stakeholders to improve customer satisfaction through warranty reduction. This position requires strong leadership, problem-solving, and the ability to collaborate across Operations, Supply Chain, Customer Service, and external partners.

ROLES & RESPONSIBILITIES:

- **Team Leadership** - Manage and mentor a team of 12 employees, fostering a culture of accountability and excellence.
 - Conduct regular performance reviews, set departmental goals, and ensure team development.
- **Claims and Returns Management:** Oversee the investigation and resolution of labor claims and warranty returns, ensuring compliance with company policies and industry regulations.
 - Analyze claims data to identify trends and areas for improvement.
- **Data Collection and Analysis:**
 - Collect and analyze data related to warranty returns and labor claims to understand root causes and develop strategies to mitigate costs.
 - Generate reports and present findings to senior management, providing actionable insights to inform decision-making.
- **Continuous Improvement Projects:**
 - Develop and lead continuous improvement initiatives aimed at reducing warranty costs across multiple product lines.
 - Collaborate with cross-functional teams to implement process enhancements and operational efficiencies in claims management and returns processing.
- **Warehouse Management:**
 - Oversee the logistics of receiving, sorting, grading, and storing used turbocharger cores, ensuring operational excellence and adherence to safety standards.
 - Implement best practices in warehouse management to optimize space, reduce waste, and improve inventory accuracy.
- **Stakeholder Collaboration:**
 - Work closely with product development, quality assurance, and customer service teams to enhance product quality and customer satisfaction.
 - Liaise with external vendors, partners, and stakeholders regarding warranty and returns processes.



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REQUIRED SKILLS & EXPERIENCE:

- 5+ years of progressive experience in operations or quality management in a manufacturing or distribution environment.
- Hands on approach to root cause analysis and team building
- Strong knowledge of quality systems and tools (e.g., ISO 9001, Six Sigma principles, root cause analysis).
- Demonstrated ability to lead and develop teams.
- Excellent problem-solving, analytical, and communication skills.
- Experience using ERP and QMS systems for shipping, receiving, and quality tracking.
- Strong attention to detail and a proactive, results-driven approach.
- Ability to work cross-functionally and influence decision-making.
- Ability to travel up to 10%.

PREFERRED SKILLS & EXPERIENCE:

- Experience in the automotive or industrial manufacturing industry.
- Lean Six Sigma certification or similar continuous improvement credentials.
- Knowledge of Intellect quality management software (QMS).
- Experience leading ISO certification or audit processes.
- Strong initiative, execution, and organizational skills.
- Demonstrated ability to streamline processes and drive quality and operational improvement

EDUCATION:

Bachelor's degree in Business, Management, Industrial Engineering, or related field.

In lieu of degree, 7+ years of quality management experience in manufacturing or distribution.

WORK ENVIRONMENT:

Office, warehouse, and manufacturing environment with minimal travel required between facilities and external sites.

EXPERIENCE:

5–7 years in quality leadership roles with a proven track record of result driven improvement

PROGRESSION METRICS:

- Warranty reduction of 1% per year for each product line
- Returns processed and correct credit issuance with 5 business days
- Labor claims processed and credited with 3 business days
- Implement and sustain at least 2 process improvement projects annually with measurable cost savings or quality improvements.

Career Path Visual

Senior Manager of Warranty and Returns → Director of Warranty and Returns → Vice President of Quality Assurance and Warranty



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