



Quality Claims Administrator

Ross-on-Wye, Herefordshire

REHAU is the premium worldwide brand for polymer-based innovations and systems in construction, automotive and industry. From furniture to windows to aircraft, you encounter our systems every day, without noticing them. While they may be invisible, their benefits are always around us. More than 20,000 employees at 170 locations worldwide apply their expertise and innovative capabilities to ensure the continuous growth of our independent privately-held company. REHAU is the place to build a career, so why not join our team and contact us today!

Your role:

Reporting to the Credit Manager as part of the Finance Team, your duties will include:

- Examination of claims from customers (including inter-company), checking on evidence of claim and determining justification;
- Reviewing of rejection claims from Plant Blaenau;
- Supporting the Purchasing department with any recourse claims received from customers against responsible suppliers;
- Preparation of quality claim reports for Management and Corporate Claims Department and attending QC meetings when required;
- Supporting the interface of credit note creation in collaboration with Finance colleagues;
- Analysing repetitive quality claims and advising on the root cause directly to the Blaenau Plant Manager;
- Supporting the Credit Manager with litigation (due to rejected claim) against REHAU customer;
- Training end users (Sales Administrators) on the claims system.
- Communicating and supporting with the implementation of up to date complaint processing software;
- General user administration i.e. setting new end user (Sales Administrator) with password access and raising software problems with dedicated REHAU Technical Helpline;
- Assisting with other finance administration tasks for the Credit Management/Quality Claims Team to cover holidays/sickness.

Your profile:

The ideal candidate will have;

- Have a technical (or quality control) background with an understanding of manufacturing processes (advantageous);
- Experience in a similar role or Finance background (advantageous);
- Have an open mind to problem solving and be of an investigative nature;
- Be impartial to decision making;
- Good communication skills at all levels;
- Proficient skills in Microsoft Office Packages (Excel and Powerpoint);
- Analytical with excellent attention to detail;
- An understanding of SAP (advantageous - training will be provided)

Interested?

Please send your CV to recruitment@rehau.com

www.rehau.uk