

AFTERSALES & WARRANTY ENGINEER

This is a new and exciting opportunity to join our team to support the continued growth of an established family-owned business in Leeds. Wilson Power Solutions are a leading manufacturer and supplier of electrical power distribution equipment and pioneers of ultimate low loss amorphous transformer technology. Our flagship product saves money, saves energy, cuts carbon and offers an innovative solution to the worldwide challenge of reducing energy wastage.

The Role:

The Aftersales & Warranty Engineer is responsible for providing a single, professional point of contact for customers for all aftersales and warranty-related issues. The role ensures that customer concerns are managed promptly, effectively, and with a strong focus on quality, root cause analysis, and continuous improvement.

Working within the Quality function and reporting to the Quality Manager, the Aftersales & Warranty Engineer coordinates the assessment, investigation, and resolution of issues, ensuring that outcomes are communicated clearly to customers and that corrective and preventive actions (CAPA) are completed.

The role works closely with the Site Services team (who attend site to carry out physical works), Production, Engineering, Planning, and Operational Excellence to ensure that aftersales and warranty activity drives improved product reliability, enhanced customer satisfaction, and meaningful organisational learning.

A high standard of communication, customer care, technical understanding, and quality-focused problem-solving is essential.

Key Responsibilities:

- Act as the single point of contact for all customers regarding aftersales and warranty matters.
- Manage the full lifecycle of aftersales and warranty cases, from first notification through to final closure.
- Conduct on-site inspections to diagnose faults, identify root causes, and recommend corrective actions.
- Prepare comprehensive Risk Assessments and Method Statements (RAMS) for all site activities.
- Produce Bills of Material (BOMs) to secure required parts and materials for rectification work.
- Conduct robust root cause analysis (RCA) on all aftersales and warranty issues, ensuring accurate diagnosis and high-quality resolution.
- Work with Engineering, Production, and Quality teams to agree and implement corrective and preventive actions (CAPA).
- Maintain clear, accurate, and timely communication with customers, ensuring expectations are managed professionally.
- Coordinate with the Site Services department to arrange on-site attendance, providing them with clear instructions, documentation, and context.
- Work with the Planning team to ensure aftersales and warranty interventions are scheduled effectively and safely.
- Monitor progress of site works, ensuring timely and high-quality completion.
- Assess warranty claims to determine validity in line with company policy and warranty terms.
- Record and track all aftersales and warranty events, ensuring accurate data capture and full traceability.

- Analyse aftersales and warranty trends to identify recurring issues and improvement opportunities.
- Provide structured feedback to Engineering, Production, and Operational Excellence to support product and process improvements.
- Contribute to continuous improvement activity, including failure mode analysis, design improvements, and service process enhancements.
- Support the Quality Manager with reporting on warranty performance, aftersales performance, customer satisfaction, and recurring root causes.
- Ensure all actions and decisions support the organisation's commitment to quality, compliance, and customer satisfaction.

Skills, Knowledge & Experience:

- Experience of working with transformers – essential.
- Experience in aftersales/warranty role within a manufacturing environment – desirable.
- Strong analytical, technical and organisational abilities with a hands-on approach to problem solving.
- Excellent communication skills, with the confidence to liaise effectively with clients and contractors.
- Experience working with ERP / MRP systems (MS Dynamics preferably)
- Flexibility to adapt to change.
- Team player committed to high performance and accountability
- Driving licence – essential.
- Ability to work to strict timelines.
- Continuous improvement capabilities.
- Good interpersonal skills with a 'can-do' attitude.

Salary & Benefits:

- Salary negotiable dependant on experience
- 37.5 hours per week office based
- 25 days holiday per year plus bank holidays
- Company Profit Share Scheme
- Healthcare cash plan
- Employee Assistance Programme
- Electric Vehicle salary sacrifice scheme
- Pension
- Parking on site

Please email your CV and cover letter, detailing your current salary, to the HR team at hr@wilsonpowersolutions.co.uk. All applicants must be able to demonstrate their right to work in the UK. No agencies.