

JOB DESCRIPTION

Job Title:	Business Support Expert
Department/Location:	Operations / Head Office / Home based
Job Type:	Full Time
Reports to:	Head of Operations, Engineering and Special Investigations
Staff Responsibilities:	N/A
Summary of Position:	The Engineering Support Administrator will be responsible for the day-to-day management of engineering cases for ControlExpert UK Ltd. The individual will work as part of the Business Support team but must demonstrate ability to work under their own initiative.
Hours of work:	9.00 am to 5.00 pm, Monday to Friday

Main Duties/Responsibilities

- Manage cases on the ControlExpert UK technology platform, received by automated instruction, email or other medium.
- Liaise with insurance carrier, claim teams to ensure optimal operational performance at all times
- Engage with body shops to secure detailed estimate and image data needed for evaluation
- Assist customers to secure critical information required to support the engineering team
- Completing claim authorisation instructions following engineer approval
- Provide efficient and effective assignment of engineer inspections, making optimum use of engineer resource
- Provide key role involvement in the delivery of ControlExpert UK projects and onboarding of new customers
- Management of Total Loss case files including processing Payments on the Control Expert Platform
- Tracking case progress, managing any complaint resolution need and implementing escalation procedures within pre-determined KPI's
- Reporting to claims teams, customers and repairers on job progress and completion
- Finance invoice creation and reconciliation
- Maintain and update company systems to comply with internal guidelines
- Undertake general office administration duties as and when required and contribute to a positive and supportive team culture
- Perform other duties as required to ensure an effective service is delivered to our customers.

Person Profile

Essential Requirements:

- Strong IT skills e.g. Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Demonstrate previous experience in similar role or have proven strong administration competencies
- Previous experience of being successful in a busy environment
- Excellent telephone manner with strong analytical, communication and interpersonal skills
- Hands-on approach, with a 'can-do' attitude
- Ability to prioritize, demonstrating first class organisational and time management skills
- Excellent attention to detail, with the ability to work accurately in a busy and demanding environment
- Self-motivated, with the ability to work proactively using own initiative
- An innovative and a positively inquisitive outlook
- Committed to learning and development
- Ability to work in accordance with Group/Company standards and culture

Highly Desirable:

- Previous insurance industry experience and knowledge of claim/repair processes and dynamics
- Experience in working with administration software platforms.

Prepared by	Richard Marriott	Signature	Date
Title / Department	Head of Operations, Engineering and Special Investigations.		

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.