

JOB DESCRIPTION

Job Title:	Motor 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 Motor Expert will be responsible for the day-to-day review of engineering cases for ControlExpert UK Ltd. The individual will work as part of the Engineering 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 / assessments on the ControlExpert UK Ltd platform, and designated estimation platforms. Instructions are received by automated instruction, email or other medium.
- Review the assessments via image with decision support of the ControlExpert UK Ltd Platform, to determine repair / total loss decisions.
- Reviews to be completed within the manufacture recommendations that do not compromise vehicle safety.
- Liaise with insurance carrier, claims teams, customers to ensure optimal operational performance at all stages.
- Engage with Repairer body shops and Insureds to negotiate appropriate repair costs / Vehicle valuations as required.
- Contribute toward the development and continuous improvements of the Artificial Intelligence recognition and enhancements of the ControlExpert UK Ltd Platform.
- Provide efficient and effective reports following desktop review of the damage.

Person Profile

Essential Requirements

- ATA / VDA accreditation
- Industry knowledge and experience with recognized methods of repair and modern vehicle design.
- Sufficient knowledge and experience using Industry recognized estimation platforms
- Strong IT skills e.g. Microsoft Office (word, Excel, Powerpoint and Outlook)
- Demonstrate previous experience in a similar role or have Proven strong damage assessment competencies. Previous experience of being successful in a busy environment.
- Excellent telephone manner with strong analytical, communication and interpersonal skills, with a hands on approach and a 'can-do' attitude
- Ability to prioritize, demonstrating first class organizational and time management
- Excellent attention to detail, when 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 positively inquisitive outlook, with a pragmatic approach and able to think outside the box.
- 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
- AQP qualified.

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.