

## JOB DESCRIPTION

<b>Job Title</b>	<b>Administrator – Repair Progression Team</b>
<b>Department</b>	Accident Management
<b>Reporting to</b>	Technical Support Team Leader
<b>Location</b>	Leeds
<b>Job Role</b>	<p>Using your customer service experience dealing with both internal and external stakeholders, you will have the responsibility in maintaining market leading service levels relative to the repair cycle management of body damaged vehicles and to be a valuable administrative support to the Technical Team.</p> <p>This is a demanding but rewarding role where you will need to possess excellent communication skills, be adept to working under pressure have an eye for detail together with a natural investigative approach.</p>
<b>Environment</b>	<p>A dynamic and fast paced environment working in a team focused on excellent customer service and the achievement of set targets.</p> <p>This is a professional, challenging and exciting role working within a very busy but supportive and friendly environment. Operating within clear deadlines adhering to internal and external service standards whilst working on a variety of tasks split between administrative and supplier liaison management.</p>
<b>Responsibilities</b>	<p>A The role involves a full spectrum of varied responsibilities</p> <ul style="list-style-type: none"> <li>• Repair Cycle Management</li> </ul> <p>Managing repairs within the body repair sector with the primary focus being on the efficient and professional delivery of completed body repairs. Liaising with these body repairers is imperative and is key to providing quality customer service. The key operating tasks are</p> <ul style="list-style-type: none"> <li>- Updating the claims system to reflect the updated position of repairs</li> <li>- Recognising and escalating delayed repairs where required</li> </ul>

- Liaising with drivers, client contacts and manufacturers regarding parts delays where required
- Liaising with repairers in regard to insurer inspections and estimate authority
- Communicating with insurers to progress repairs and ensure that physical inspections are carried out efficiently
- Updating drivers with progress reports on their vehicle repairs
- Liaising and updating the hire car team with hire extension times or estimated repair completion dates
- Parts on Back order management

Liaising with repairers and vehicle manufacturers to expedite the speedy resolution of parts availability issues

- Ensuring all necessary data is provided by the repairer quickly and effectively
- Raising cases with manufacturers to ensure full support throughout
- Liaising with the in-house engineers to interrogate any alternative interim options (i.e. Temporary repairs/non OE parts etc.)
- Keeping the driver/customer updated regularly
- Hire vehicle management

Ensuring claims where a hire vehicle is being utilised are progressed effectively to eliminate all unnecessary costs

- Liaising with the rental team to establish when there are vehicles on rental
- Managing down time with the repairer to ensure repair times remain on track and any delays are justified to ensure full recovery from third parties is possible
- Managing customer expectations
- Off-hiring vehicles in a timely manner when repairs are complete



## PERSON SPECIFICATION

<b>Job Title</b>	<b>Administrator - Repair Progression Team</b>		
<b>Department</b>	Accident Management		
<b>Skill</b>	<b>Essential</b>	<b>Desirable</b>	
Excellent telephone manner.	X		
Proven administration skills.	X		
Strong investigative ability with attention to detail.	X		
Excellent negotiating and communicative skills.	X		
<b>Experience</b>			
Working under pressure and to targets.	X		
Previous experience in a customer service environment.	X		
Experience within the motor industry.	X		
<b>Personal Characteristics</b>			
Professional demeanour with a passion for best practice.	X		
Desire to deliver exceptional service and be No 1 in class.	X		
The ability to build and maintain supply relations.	X		
Ability to work under pressure whilst maintaining quality.	X		
Self-Motivated / Positive.	X		
Reliable / Punctual.	X		
Strong organisational skills.	X		
Positive "can do" attitude.	X		



## RECRUITMENT PROCESS

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Please email your CV to [HR@zenith.co.uk](mailto:HR@zenith.co.uk) and we will be in touch.

