



JOB DESCRIPTION

POST TITLE: INTERNAL MOTOR ASSESSOR

DEPARTMENT: CLAIMS

REPORTING TO: SENIOR MOTOR ASSESSOR

JOB PURPOSE:

The jobholder is responsible for controlling and reducing the cost of motor vehicle repairs while maintaining high quality work, managing claims service provider relationships to ensure TAT & SLAs are met in accordance with the Company's Claims guidelines.

PRINCIPAL ACCOUNTABILITIES:

- Ensure all motor accidents are assessed within the stipulated timelines.
- Ensure repair estimates are at reasonable cost and during the repair works monitor to ensure work done is as per company high standard to client's satisfaction.
- To scrutinize all assessment reports submitted by the assessors and recommend the next cause of action.
- To negotiate with the repairers for discounts aimed at lowering overall repair costs.
- Undertaking re-inspection of all motor vehicles after repairs are concluded by the garages to ensure quality standards are achieved per the Company guidelines.
- Recommend investigation of claim cases that present high-risk exposure to the Company.
- Undertake a thorough evaluation and calculation of pre-accident/pre-theft value of motor vehicles to ascertain accuracy of values to curb cost escalation

- Monitor and review costs incurred in motor claims regarding towing and windscreen reinstatements
- To monitor and ensure all assessors and investigators conduct themselves professionally and ethically and make recommendations where action is warranted.
- To carry out random checks on garages to ensure that they maintain professionalism, Integrity and meet the standards of our customers, make recommendations where action is warranted.
- To guide and advise on the best prices for disposing of the salvages during auction.
- Training all staff on technical matters involving motor claims management.
- Any other duty as may be assigned from time to time.

RELATIONSHIPS:

- Reporting to: Senior Motor Assessor.
- Reportees: (Directly =0, Indirectly =0)

KNOWLEDGE AND EXPERIENCE (Qualifications)

1. **Minimum Academic Qualifications:**
 - *A Diploma or Bachelor's degree in Mechanical Engineering.*
2. **Experience:**
 - *Three (3) years' relevant working experience preferably as a prior motor assessor.*
3. **Professional Qualifications:**
 - COP in insurance (not mandatory)
 - Knowledge of a broad range of insurance products.



SKILLS AND COMPETENCIES.

- Good Interpersonal and Communication skills.
- Ability to work well under pressure in a fast-paced work environment.
- Understanding of the motor industry
- Ability to collate data, information and make informative observations.
- Customer Service Orientation
- Decision making
- Problem-solving skills

Application closing date to be 22nd January 2025. All applications should be done on www.pacisinsurance.com/careers , attaching an updated CV and cover letter. Only shortlisted candidates will be contacted.