

Job title: Engineering Admin

Reports to: Engineering Manager

Location: Office (Hybrid working policy available)

Contior Automotive Assessors (<https://www.contior.com/>) provides independent motor engineering services to multiple client types within the motor industry.

Our commitment to quality and our clients is reinforced by our people. The technical competence and skills of our people is central to everything we do. We are committed to invest in ongoing training and development so that our engineers are both knowledgeable and technically qualified for the job.

The Investors in People accreditation we hold provides the basis of our commitment but our engineering team must share the desire to be the best informed and qualified in the industry.

### **Role purpose:**

Each member of the team is considered an integral part of our operation. This role will be diverse and include day-to-day administrative duties, supporting the engineers and getting involved in value settlement discussions.

The role will allow you to develop your knowledge of the engineering process as well as support and reinforce an already solid foundation. You will also be the first point of contact to our clients and their customers, dealing with phone calls, e-mails and messages via our online portal.

### **Role detail:**

The role will be pre-dominantly administrative with a core objective to set up and progress all job instructions we receive up until the point an engineer needs to review and then assist the engineer if necessary during. You will also be expected to assist with payment administrative duties, which includes chasing payments from our clients and reconciliation.

Reporting to the Engineering Manager, you will be expected to undertake your day to day activities to a high standard as well as be flexible and motivated to support the business need. You may be required to assist other business areas using your abilities as well as understanding and managing not only your own allocation, but your colleagues too.

Main duties include (but are not limited to):

1. Managing the Engineers mailbox:
  - a. Reviewing, dealing with and allocating queries and new work through the engineering mailbox.
  - b. Take incoming phone calls and emails - You will be the first point of call and expected to review files, notes and job cards and establish the best course of action
  - c. Maintain files adding clear and concise notes for all involved including setting, managing and completing daily tasks
  - d. Provide an efficient response to the sender or necessary person/s

2. Accept and allocate work via our client portal
  - a. Accept new work and ensure that we have all the required information to provide a high standard engineering service
  - b. Allocate to the correct person
  - c. Be mindful of your colleagues work load and ensuring allocation accuracy
3. Instruct physical inspections accurately and understand the panel coverage and how to deal with difficult locations through low level management of the network
4. Handling your own allocation, with accountability for the day to day administrative duties
5. Support the engineers with obtain and chasing relevant information
6. Deal with total loss settlements, including phone calls with vehicle owners and issuing the relevant documentation
7. Engage and interact where necessary with all stakeholders including:
  - a. Clients
  - b. Vehicle owners
  - c. Your colleagues
8. Process work within agreed timescales and adhere to all contractual and procedural guidelines

### **Skills & Experience:**

- Personable and approachable with good written and verbal communication skills
- Confidence and ability to deal with customers and colleagues across all areas of the business and levels of seniority
- Excellent personal organisation, administration, numeracy and literacy skills
- High level of accuracy and attention to detail
- Ability to work independently and also as part of a team
- Awareness and recognition of own learning needs and commitment to improvement for own development and for client experience
- Applying good negotiation skills successfully
- Act as a role model, providing advice, solutions and support
- Sound knowledge of motor repair process/es
- Experience in working to targets and an understanding of daily targets

### **Critical Requirements:**

- Competence in use of Microsoft Outlook, Word & Excel
- Good written communication, including spelling and grammar
- Good numeracy skills
- Some level of Industry knowledge in motor claims / repairs
- Previous experience in accident management
- An understanding of the engineering process and settling vehicle valuations (preferable)