

Job Description ULR Administrator

Job Function

To assist in recovering uninsured losses for customers of FSG in a timely manner from third parties, third party insurers, UK handling agents, motor insurers bureau or any individual organisation representing the third party.

Reporting to: Sarah Clifford, General Manager

Key responsibilities and accountabilities

- Give an initial assessment and advise on liability and legal issues as required to an internal handler or external driver, customer or insurer
- Make and receive telephone calls from all parties
- Contact drivers to advise on liability and personal injury
- Obtain statements, sketch plans and photo's from drivers when necessary
- Correspond with third parties and their insurers throughout the process, from the initial letter requesting information to the explanation of issuing of proceedings
- Substantiate claims by making necessary enquiries and obtaining documentation.
- Ensure claim values are reasonable and justifiable
- Correspond with third parties where liability is in dispute
- Gather evidence in the form of third party damage documentation, witness and passenger statements and invoices pertaining to replacement vehicle charges where appropriate
- Sort and distribute all incoming Accident Management correspondence including invoices, total loss, damaged hire, third party interventions, cheques and other ad hoc department post. Record pertinent information on the relevant spreadsheet.
- Scan all ULR correspondence and post to correct electronic file
- Liaise, where appropriate, with the Motor Insurance Bureau (MIB), customers, brokers, insurers, solicitors, leasing companies, fleet management companies, salvage agents, vehicle body repairers and all related third parties
- Conduct Motor Insurance Database (MID) and Driver and Vehicle Licensing Agency (DVLA) searches
- Negotiate split liability settlement between all parties
- Proactively research appropriate case law
- Ensure all relevant systems are up-to-date with the appropriate information pertaining to each case
- Ad hoc tasks as required by the business

Key Dimensions

Motivation and Experience

- Experience of dealing with difficult customer service situations
- Must be adept in the use of a PC, internet and email and able to grasp new software applications easily and quickly. Able to use Microsoft Word, Excel and Outlook to an intermediate level
- Must be numerate and literate
- Excellent administration skills
- Is prepared to go the 'extra mile' in order to achieve excellent end results

Communication Skills

- A confident and positive attitude and approach to dealing with customers
- Able to adapt communication style to accommodate customers, colleagues, suppliers and other contacts
- Ability to deal with a variety of situations with diplomacy whilst remaining calm
- Excellent questioning and listening skills with an ability to assimilate accurate information
- Consistently professional telephone manner when dealing with internal and external calls
- Able to instantly build and maintain rapport with a range of people
- Articulate with a high standard of all round communication skills

Organisation and Planning

- Ability to multi task with consistency and accuracy
- Can prioritise and re-plan in a methodical manner

Flexibility and Resilience

- Able to think clearly under pressure and deliver requirements to a consistently high standard
- Can remain focussed

Team Awareness

- Able to demonstrate a positive attitude to working with a variety of people and respect different ways of working
- Prepared to proactively support colleagues
- Able to see the 'big picture' in relation to working as part of a team

Personal Projection

- A positive, mature and confident manner
- Can create and build rapport, with internal and external contacts
- Professional and calm demeanour

Package

- Comprehensive training
- Competitive and attractive salary
- Bonus and/or Performance Related Pay Schemes available*
- Pleasant, modern working environment
- 20 days annual holiday
- 43.5 hours per week, working to a regular shift pattern to include alternate Saturday mornings

* Subject to a qualifying period, within specific roles