



Accident Management Administrator

Location: **Woolpit, Suffolk**
Salary: **£16,000 - £18,000 per annum**
Job type: **Full Time - Permanent**
Company: **VMS (Fleet Management) Ltd**
Contact: **Mark Laraman**

Summary of role:

VMS (Fleet Management) Ltd is a forward-thinking fleet management and contract hire company with facilities throughout the UK. VMS provides a range of services to both blue chip and SME fleet operators and Insurance companies including contract hire, flexi hire, accident management, repair and maintenance services.

As part of our continued growth we now have an exciting new opportunity to join our Accident Management Team based at the Operations Centre in Woolpit, Suffolk. Working within the Accident management team you will join our FNOL (First Notification of Loss) team where you will be the first point of call for all customers requiring reporting a new motor incident.

Previous experience of working within a Call Centre environment or Motor Insurance sector is preferred but not essential for the role.

Job Responsibilities:

- Carry out the day to day operation of the FNOL desk within the team
- First point of contact for all incoming calls into the department and logging of new motor incident as required
- Vehicle repair allocation and liaising with clients, suppliers and agents
- Processing of alleged claims received from both VMS Clients / Insurers and members of the public
- Collation of information packs and additional validation requirements on a case by case basis
- Off hiring of vehicles when appropriate and prepare for invoicing
- Daily processing and validation of incidents received by the VMS Out of Hours Team
- Support the Accident Management Team

The ideal candidate should have:

- Previous experience working in a call centre environment or insurance sector would be advantageous but not essential
- Excellent telephone manner and grammar essential
- Strong attention to detail
- A good working knowledge of Microsoft Office and ability to learn in house IT Systems
- Ability to work within a team
- Ability to be self-motivated