



Authorities Administrator

Location: **Bury St Edmunds**
Job type: **Full Time - Permanent**
Company: **VMS Fleet Management**
Salary: **£17,500 - £18,500**
Closes: **23 August**

Who we are: 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 and fleet disposal and sales services.

VMS have built a strong, dynamic client base and pride ourselves on customer retention. Customer service and client focus are paramount to the business, and as a result, an experienced Authorities Administrator is now required.

Administrator (Authorities Department)

Main Responsibilities:

- Manages client accounts – looking after the client's vehicles and ensuring good service at all times
- Negotiates & approves costs for vehicle repairs (including mechanical & bodywork)
 - Requests written estimates, vehicle health checks & pre-mot checks
 - Returns approved order numbers to dealer network
- Research & source alternative part supply
- Liaise with clients and accounts department as necessary to obtain PO numbers
- Update costs, notes and status codes on client databases
- Receive & directs high volume of telephone enquiries as required
- Approve & updates VMS Rental/VMS Refrigeration costs on client database
- Deliver written proposals to de-fleet vehicles beyond repair due to excessive costs
- Arrange for independent engineers to attend workshops & submit damage reports

Person Specification:

- Technical vehicle knowledge, ideally including some or all of the following;
 - Ford Transit
 - Vauxhall Movano & Vivaro
 - Renault Trafic
 - Mercedes Sprinter 3.5, 5 & 7.5 tonne
 - LDV Maxus
 - Fiat Ducato
 - Iveco
 - DAF
 - Isuzu
- Understanding of vehicle mechanics, parts & repair times
- Strong negotiator
- Microsoft Office Suite (mainly Word, Outlook & Excel)
- Ability to effectively manage budgets
- Highly organised
- Effective communicator (written & verbal)
- Excellent telephone manner
- Team player