

JOIN OUR DYNAMIC TEAM



Officer - Motor Claims Inspection (Clerical Grade I)

Operations Division - Engineering Department

Job Role

- Enhance efficiency of operation and improve service standards.
- Operational readiness to be maintained as per the company requirements (Minimized not assigned and off-site inspection).
- Carry out all inspections within company service standard.
- Maintain fair & accurate assessment.
- Convince insured & garage about decisions & obtain garage concern in writing (Particular repair instead of replacement & amendments).
- Inspection reports to be handed over to branch within 48 hours and photos upload to the system after completion of the inspection.
- Work closely with the Motor Claims department & Call Centre, whereby claim leakage could be minimized.
- Gather all possible information & evidence related to the accident & alert the superior of investigations.
- Clearly verify staged & fraudulent claims at on-site inspection & not approve at garage inspection.
- Contact RME to obtain second opinion in respect of major accident & doubt claims to minimize claim leakages.
- Maintain proper communication & documentation to prevent unwanted liabilities (Take preventive action for unwanted liabilities).
- Develop knowledge in spare parts prices & availability, modern technologies about automobile mechanics and collision repair, vehicle models and market values.
- Be aware of labor rate, cost of paint materials & techniques of repairs.
- Achieve underwriting results.
- Assist to achieve budgeted loss ratio.
- Ensure accurate assessment.
- Detect of staged & fraudulent claims & recommend the best cause of action.
- Any other duties assigned by the management.

Job Pre-requisites

- Completion of G.C.E. A/L.
- 2 years of experience in insurance claims or inspection duties is required.
- Knowledge in spare parts prices & availability, modern technologies about automobile mechanics and collision repair, vehicle models and market values.
- Be aware of labour rate, cost of paint materials & techniques of repairs.
- Knowledge vehicles and the market value.
- Knowledge of report analysis and decision making based on statistic.

Send your CV including contact details of two non-related referees to menaka.fernando@hnbgeneral.com within 05 days of this advertisement.

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