

JOB DESCRIPTION

JOB TITLE	Internal Assessor	
DEPARTMENT	Claims	
REPORTS TO	Assistant Manager Claims	
Direct Reports	None	
OVERALL RESPONSIBILITY		
<p>The holder of this position is responsible for the overall Internal verification of assessment reports and inspect motor vehicles to determine the extent of damages for accident vehicles. S/he will also draw up reports, make recommendations on repairs and re-inspect repairs done on motor vehicles.</p>		
KEY TASKS, DUTIES AND RESPONSIBILITIES		
<ul style="list-style-type: none"> • Scrutinize all the assessment reports submitted by the assessors and recommending the next course of action. • Ensure that all assessors conduct themselves professionally and ethically and make recommendations where action is warranted; • Re-inspect all motor vehicles within Nairobi after repairs are concluded by the garages; • Recommend for a second assessment on accident vehicles outside Nairobi whenever necessary; • Prepare analysis assessment reports for damages on all accident vehicles; • Carry out a second assessment on all vehicles and authorize their repairs after making the necessary adjustments; • Isolate and carry out repairs audit for the specific cases identified at the time of scrutinizing the claim form and assessment reports; • Determine the reserve amount and update the Claims Analysts as appropriate; • Supervision of External Assessors for all matters assigned externally; • Handle customer enquiries and complaints relating to motor accident repairs; • Carry out random checks on garages and provide recommendations; • Prepare monthly reports giving claims change indicators; • Participate in the Vetting and recruitment of Claims Service Providers; • Management of Salvage Motor-vehicles in liaison with the Administration Department; • Any other duties as may be assigned from time to time. 		
CRITICAL SUCCESS FACTORS FOR THE JOB		
Academic qualifications	Experience and personal specifications	
<ul style="list-style-type: none"> • Diploma in Automotive Engineering And	<ul style="list-style-type: none"> • 3 Years Relevant work Experience • Have good report writing skills • Have the ability to build relationships with all stakeholders- customers, external assessors and internal customers • Good understanding of asset valuation and assessment 	
Or		
<ul style="list-style-type: none"> • COP 		

Behavioural competencies Level	Functional competencies
Achievement 3	(Professional/Expert)
Customer orientation 3	Insurance Products and Services
Flexibility 3	Insurance principles and practice
Holding People accountable 3	Claims Management/handling
Professional confidence 3	Understanding the customer
Relationship building 3	Market Knowledge
Team working 2	
Working Strategically 2	
Judgment 3	