

Job Description

Manager Technical – Inspection and Claims

Vision:

CUVRR's (Expro Automotive) strategy goal is to become the largest provider of services for cars that are manufactured in India. Our goal is to give car owners the additional peace of mind and coverage of extended warranties and inspection services, as well as technical assistance that will assist them take the informed decision every time, on time.

Role Summary:

We are seeking a highly motivated and experienced leader to join our team as **Manager Technical- Claims and Inspections** in New Delhi. In this critical role, you will oversee a team of skilled inspectors, ensuring the highest quality car inspections and contributing to our unwavering commitment to customer satisfaction. You will be responsible managing the extended warranty claims, optimizing workflows, maintaining quality standards, and building strong relationships with internal and external stakeholders (partner workshops)

Key skills and Responsibilities

- Lead and manage a team of car inspectors, promoting a culture of accountability, teamwork, and continuous improvement.
- Implement and monitor quality control procedures to guarantee consistent accuracy and reliability of inspections.
- Evaluate and critically review inspection reports submitted by inspectors, providing constructive feedback and ensuring accuracy and completeness of the inspections.
- Allocate inspections to inspectors efficiently, considering workload, skillset, and availability.
- Assess claims under extended warranty in collaboration with claims inspectors and workshops, authorizing necessary repairs and updates.
- Develop and deliver training programs for inspectors to enhance their skills and knowledge.
- Foster a collaborative and positive work environment, promoting open communication and problem-solving within the team.
- Maintain strong relationships with key stakeholders, including Chief of Operations, inspectors, workshops, and claims department.
- Manage the onboarding and evaluation of new partner workshops, ensuring infrastructure and quality standards meet the CUVRR's vision of customer satisfaction
- Analyze inspection data and reports to identify trends, develop performance metrics, and recommend continuous improvement initiatives.

Job details

Designation/Grade Dy. Manager/M6	Permanent or contract Permanent	Hours 9:00 am Onwards
Full-time or part-time- Full-Time	Location- New Delhi (Preferably Northwest Delhi)	Any special requirements- Own Conveyance Must
Reporting to – Head of Operations	Outstation Travel- Yes	Work week- 6 days in a week

Qualifications and Profile demand.

- Minimum of 5 years of experience in a managerial role within the automotive industry, preferably in car inspection, technical Supervisor at renowned dealer or a related field (e.g., service, warranty).
- Proven track record of successfully leading and motivating teams to achieve performance goals.
- Deep understanding of car components, systems, and common mechanical issues alongside remote visualization and assessment of concerns and defect.
- Excellent assessment skill to manage and reduce the claim rate.
- Excellent analytical and problem-solving skills, with the ability to identify and address quality control issues.
- Strong communication skills, both written and verbal, with the ability to clearly articulate complex information to varied stake holders including workshops staff, owners and technicians.
- Proficient in Microsoft Office suite and DMS or any other software of claim's administration.
- Demonstrated ability to build and maintain positive relationships with internal and external stakeholders.
- Valid Indian driving license is mandatory.

Benefits:

- Competitive salary and other benefits package.
- Opportunity to work in a dynamic and fast-paced environment.
- Continued learning and development opportunities with continued growth.
- The chance to contribute to a company that values quality and customer satisfaction

How to apply

Please submit your resume along with relevant details asked on the website page <https://exproautomotive.com/career.html>