



Job Title: Material Damage Inside Auditor

Department: Claims

Reports To: MD Unit Manager

Status: Non-Exempt

Summary: A successful Material Damage Inside Auditor will conduct quality control evaluations of vehicles, prior to repair or under repair or total losses, in order to verify the accuracy of appraisals and documentation being produced by adjusters, staff, independent appraisers, and repair facilities. The main goal of this position is to have a significant impact on the Company's financial performance through the regular use of independent judgment and expertise in the material damage arena.

Essential Job Functions:

- Negotiate with repair facilities and adjust damage appraisals based on variances found and report findings to Management
- Evaluate, audit and revise appraisals indicating costs for parts, materials and labor necessary to restore vehicles to their pre-damaged condition in accordance with Company repair guidelines
- Act as an advisor to claims staff on vehicle repair, parts costs and opinion as to whether specific damage is related to a particular accident
- Identify QA trends requiring corrective action and provide Management with developmental action plans in support of new initiatives, practices and state regulations
- Review carrier subrogation demands for relatedness of physical damage and generally accepted industry repair standards.
- Assist in the training of staff, independent and Direct Repair Program shops and work with SIU as necessary
- Responsible for the recommendation of Direct Repair Programs shops and drive-in locations to maximize Company results and customer satisfaction
- Perform other duties as required by management

Required Skills and Experience:

- Minimum of five (5) years in the insurance industry auto physical damage field
- Working knowledge of Microsoft Office - Word, Excel and PowerPoint
- Excellent verbal and written communication skills
- Strong organizational and analytical skills required
- Demonstrate a high degree of knowledge in automobile design and construction
- Current I-CAR courses –ASE certification or other industry technical collision repair training
- Expertise in unibody damage analysis, refinishing, structural repair, straightening and repair methodology, alternate part usage analysis, damage analysis through post-repair inspections and estimate review capabilities
- Currently possess or ability to obtain and maintain adjuster licenses in required jurisdictions

Education Requirements:

- High School diploma or equivalent required
- College Degree preferred

About Us:

Western General Insurance Company has a long-standing reputation as a leader in the non-standard automobile insurance industry serving CA for 46 years. In addition to CA, we currently do business in 4 other states and continually strive to expand the growth of our company. We are a service-oriented company where we believe "Great Service is our standard, not the exception". We offer competitive salaries based on knowledge and experience. Our excellent benefits allow you to qualify for your choice of medical plan, as well as dental, vision and life insurance plans, within your first three months of service, save for your future with our 401(k) and Profit Sharing plans, balance your life with generous paid time off, and enjoy casual dress every day. Employees also receive discounts for shopping, entertainment, dining, and more through WG Perks. Our open-door policy, casual dress code, great benefits and our commitment to demonstrating our appreciation to our employees makes Western General a great place to work. We are an equal opportunity employer.