



## **DIRECT LINE INSURANCE GROUP PLC**

«HGV Driver»

### Contact information

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Contact name	Direct Line Insurance Group plc
Contact phone	44 1132 920 667
Location	England, North West, Cheshire West and Chester

### Job details

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Salary	by agreement
Job type	Permanent

### Requirements

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Experience in driving / recovery.  
Customer focused/Customer handling skills.  
Good knowledge of area local to centre.  
Holds a current valid driving license, which meets the fleet insurance criteria and ideally hold a class 'C' LGV Licence.  
You will be required to hold a Driver Certificate of Professional Competence (CPC) and Digital Tacho

### Job responsibilities

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Responsibility for collecting and delivering cars within agreed timescales, ensuring the customer receives the best possible service on collection and delivery of their car.  
Ensure all cash and credit card transactions are accounted for and that all transactions are processed in line with Blueprint and company procedures.  
Complete forms to indicate damage on car, and specify accident related damage and highlight old damage, take digital photographs - gain signature from customer.  
Highlight any defects identified during loading/unloading of vehicles or as identified at the hand over of the vehicle to the customer and bring to the attention of the (Senior) Repair Controller.  
Ensures all jobs are referenced and filed on completion of job.  
Supports team members in the allocation of work and in meeting targets.  
Liaises with Customer Service Team Leader regarding the allocation of jobs.  
Carries out checks on courtesy cars and completes necessary paperwork.