



Bilingual, Fleet Services Administrator - Accident Management

The Company

The Jim Pattison Group is the largest privately held company in Canada with over 57,000 employees worldwide; operating a large number of companies in a diverse set of industries. Jim Pattison Lease has been operating in Canada since 1961. The company has branches across Canada and the United States and is a Leader in Customized Fleet Management, providing Vehicle Fleet Leasing, Vehicle Remarketing through both wholesale and retail channels, and Fleet Management solutions for commercial enterprises.

About Jim Pattison Lease: <http://www.jimpattisonlease.com/about/>

About the Jim Pattison Group: <https://www.jimpattison.com/about/our-story/>

Are you looking to build your career with a reputable, leading fleet management company that is continually growing? Join a stable organization with a strong national presence and a commitment to service excellence.

The Opportunity

Jim Pattison Lease is seeking a highly motivated, experienced, and detail-oriented Bilingual Fleet Services Administrator – Accident Management. This is a critical client-facing role within our Fleet Services department, reporting directly to the Director of Fleet Services.

The successful candidate will be the primary point of contact for all vehicle accident-related matters, managing every step of the process from the initial driver call through to final claim resolution. This role demands a professional who thrives in a fast-paced environment, brings deep knowledge of the insurance and collision repair industries, and is committed to delivering an exceptional experience for our clients and their drivers.

Position Description

The Bilingual Fleet Services Administrator – Accident Management owns the full lifecycle of vehicle accident claims on behalf of Jim Pattison Lease clients. This position manages every aspect of a vehicle accident from the moment a driver reports an incident — supporting the driver, coordinating with body shops and insurers, reviewing repair estimates, and ensuring every claim is resolved accurately, efficiently, and in the client's best interest. The role requires fluency in both English and French, exceptional communication and negotiation skills, and the ability to manage a high volume of active files simultaneously.

Position Responsibilities and Accountabilities

- Serve as the first point of contact for drivers involved in vehicle accidents, providing calm, professional, and immediate support through the incident reporting process.
- Manage the end-to-end accident file lifecycle: intake, documentation, assignment, repair oversight, insurance coordination, and final file closure.
- Assign vehicles to appropriate body shop vendors based on location, capability, and client agreements; coordinate repair timelines to minimize vehicle downtime.
- Liaise directly with insurance companies, adjusters, and third-party insurers to facilitate timely claim processing and maximize recoveries on behalf of clients.
- Review and validate body shop repair estimates, identify discrepancies or inflated costs, and negotiate adjustments where necessary.
- Authorize repair work in accordance with client guidelines and internal approval thresholds.
- Arrange rental or replacement vehicles for drivers during the repair period and manage rental utilization to control costs.
- Track and update accident files in the fleet management system, ensuring all documentation, communications, and approvals are captured accurately.
- Communicate proactively with clients and account executives, providing regular status updates on active claims and escalating issues as required.
- Identify and report on trends in accident frequency, repair costs, and claim outcomes to support fleet risk reporting and client reviews.

Key Attributes and Skills

The ideal candidate will bring a combination of insurance industry expertise, fleet knowledge, and exceptional interpersonal skills. The following qualifications are essential:

- Bilingual proficiency in English and French (written and verbal) — required
- Demonstrated experience working with insurance companies, adjusters, or in an accident/claims management environment; knowledge of auto insurance principles, subrogation, and liability assessment.
- Experience in fleet management, automotive, or transportation industries is a significant asset.
- Strong negotiation skills, with the ability to advocate for clients in dealings with insurers, body shops, and third parties.
- Excellent organizational and file management skills; ability to manage a high volume of concurrent active cases with accuracy and attention to detail.
- Customer-service oriented with a professional, empathetic, and solutions-focused approach — particularly when supporting drivers in stressful post-accident situations.

- Strong written and verbal communication skills, including professional telephone and email etiquette in both official languages.
- Proven ability to work independently, prioritize effectively, and make sound decisions under pressure.
- Proficiency in Microsoft Office Suite, particularly Excel (pivot tables, VLOOKUP, data validation)
- Self-motivated with a continuous improvement mindset and the ability to identify process efficiencies.

How to Apply

If this opportunity is of interest to you, please send your resume and brief cover letter to greatcareer@jplease.com

Candidates must be eligible to work in Canada. We thank everyone for their interest however only those qualified and considered for an interview will be contacted at this time.