

ESTIMATOR – COORDINATOR



Ontario Motor Sales

The Estimator is responsible for preparing body shop estimates, negotiating with insurance adjusters, invoicing and other shop related activities in the absence of the Service Manager.

Basic Function

- To effectively convert prospective clients into customers.
- To provide effective leadership, direction and motivation for production staff.
- To prepare all estimates in such a manner as to enable the body shop to achieve profit benchmarks as set out by management.
- To prepare all estimates in an accurate and thorough manner so as to provide the production department with a detailed blueprint of the repairs.
- To effectively maintain company standards of productivity, profitability and quality.
- To know, understand, apply and strictly adhere to all municipal, provincial and federal legislation as it pertains to the dealership and his/her job function.

Health And Safety

- Attending and participating in any training related to Health and Safety.
- Comply with the Occupational Health and Safety Act, the Workplace Safety and Insurance Act, and the Workplace Hazardous Information System.
- To recognize health and safety hazards, fulfill responsibilities, report incidents, and report any hazards or unsafe conditions to their Supervisor or Joint Health and Safety Committee member.

Job Description - Estimator:

- Greet each customer in a cheerful, positive, Professional manner making every effort to make the customer feel comfortable and welcome during the estimate and sales process.
- Educate each customer about the process of having a vehicle repaired, including insurance procedures, motorist' bill of rights, repair techniques, safety, value, etc.
- Assertively inform customers that you feel our shop is the best place for them to have their vehicle repaired, and that you sincerely want their business.
- Maintain an appropriate dress code that characterizes professionalism and trust.
- Developments, maintains, and works a follow-up system for all estimates not captured, and for all completed jobs.
- Customer dissatisfaction issues should be dealt with swiftly and effectively.

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- Prepare all estimates in an accurate and efficient manner, keeping in mind that the estimate later becomes the blueprint for the repairs. Accuracy and detail cannot be over-stressed. Include every task on the estimate whether it is a paid function or not.
- Monitor and maintain body shop sales performance standards and sales goals, and post results each day.
- Continually work toward improving your sales skills, knowledge, and strategies in order to increase traffic and closing ratio.
- Diligently negotiate an agreed price on every job that ensures the Body Shop's ability to earn a profit.
- Make certain to negotiate the agreed price prior to initiating the repairs.
- Verify that all signatures, work authorizations, powers of attorney, and pre-inspection checklists have been obtained prior to initiating the repairs.
- Document all special information (ie: conversations, etc.) on the job file jacket or in the computer, for the benefit of other staff members who may handle the file during the repair process. This is especially important for the production department in order to deliver a finished product exactly as described to the customer during the sale process.
- Order all parts and verify their arrival, paying particular attention to the selection of vendors to maximize profitability in the parts department.
- Review all final invoices, and supplemental billings for accuracy.
- Thoroughly inspect the final repairs prior to delivery to the customer.
- Develop and maintain an ongoing campaign to capture fleet accounts, insurance company referrals.
- Develop a systematic approach to outside sales calls and put the plan into action whenever the work load allows.
- Ensure that all actions are directed towards improving and maintaining C.S.I. for both customer and insurance company.

Job Description - Coordinator:

- Conduct all functions in accordance with the methods and procedures established by management.
- Educate, train and maintain compliance with standard procedures and bench marks established by management.
- Assign work fairly to production personnel, according to his/her abilities.
- Review the Work Order with the technician prior to starting the repairs to identify any necessary corrections or supplemental items, and to ensure accurate and consistent communication.
- Continually inspect work in process to spot any additional repairs that were missed on the original estimate. Notify the appropriate person of any additional necessary repairs so that a supplement can be prepared.
- Maintain close supervision of the sublet vendors' quality, pricing and delivery times. Keep in mind that the performance of any sublet vendors is a direct reflection on your our performance.
- Supervise the maintenance and housekeeping of all production work areas and equipment.
- Prior to delivery of the vehicle, review all the billing documentation, including the final bill, supplements, invoices and any special notes to ensure that everything is in order.
- Set a good example by maintaining a healthy work attitude, and cooperating with fellow employees in a positive spirit of teamwork.