

# C.C. of Andover, Inc.

## Job Description Form

**Division:** Collision Center of Andover

**Location:** Andover, Kansas

**Job title:** Estimator

**Reports to:** Lead Estimator

**Level/Grade:** Office- 2

**Type of position:**

- Full-time
- Part-time
- Contractor
- Intern

**Hours:** \_\_\_\_\_

- Exempt
- Nonexempt

**Position Summary:**

Responsible for providing estimates and customer service to both consumers and insurance company representatives. Reports directly to the Lead Estimator.

**General Description:**

Reports to lead estimator all sales and/or scheduled repairs.

Attends daily production meetings with all technicians, parts personnel and non-production employees.

Manages and produces daily estimates for walk-in requests, scheduled drop-offs and tow-in vehicles. Follows DRP procedures and guidelines for respective insurance companies and monitors procedural updates continually. Assists lead estimator with maintenance and updates of insurance company DRP manuals.

Coordinates, reviews and requests approval of supplemental estimates upon review with production technicians and lead estimator.

Provides file / clerical maintenance as needed.

Assists lead estimator with monthly software updates of Stellix, Audatex and CCC Pathways in coordination with contract I.T. company if necessary.

Updates customers on vehicle status and repair or insurance activity as needed and in coordination with lead estimator.

Responsible for phone duties as needed.

Completes other tasks at the request of the lead estimator as needed.

Updates customers on vehicle status and repair or insurance activity as needed.

**MANAGEMENT RETAINS THE RIGHT TO ADD TO OR CHANGE THE RESPONSIBILITIES AND/OR DUTIES OF THIS POSITION AT ANY TIME.**

**Authorization(s) without President or Lead Estimator Approval:**

Customer satisfaction / Coupon discounts up to \$100.00  
Rental charges for customer satisfaction up to 3 days  
Parts purchases up to \$2,500.00 per R.O.  
Sublet purchases up to \$500.00 per R.O.  
Supplies / Material purchases up to \$250.00 per R.O.

**All other purchases, customer discounts or monetary events require approval from President or Lead Estimator**

**Work qualifications:**

- One or more years automotive estimating and/or automotive management experience
- Familiarity with Audatex, CCC Pathways & Mitchell estimating software
- Ability to utilize body shop management software
- Working knowledge of Microsoft Office Suite, inc. Word and Excel
- Excellent interpersonal, oral and written communication skills
- Able to manage multiple tasks while prioritizing work assignments
- Organized and ability to work with direct supervision

**Language / Reading Qualifications:**

- Very High- Ability to read, analyze and interpret technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers. Ability to effectively present information to top management.

**Mathematical Skills:**

- Intermediate- Ability to calculate figures and amounts such as discounts, interest, commissions and percentages.

**Physical Demands:**

- Ability to sit 2/3 of the work day
- Ability to stand up to 2/3 of the work day
- Ability to lift up to 50 pounds
- Ability to see at close vision (clear vision at 20 inches or less)
- Ability to identify and distinguish colors
- Ability to adjust focus (adjust eyes to bring an object into sharper focus)

**Performance Criteria:**

- Sales Volume
- Customer satisfaction
- Proper (R.O.) file management and accuracy
- Intrapersonal insurance representative relationships
- Effective time management

**Education Requirements**

- High school diploma or GED

<ul style="list-style-type: none"><li>• Some I-Car Training preferred</li><li>• Some A.S.E. Training preferred</li></ul>
<b>Salary / Commission</b>  Negotiated and commensurate with abilities
<b>Payment Terms:</b>  Salary shall be paid every Wednesday (excluding holidays when payment shall be made the closest available and prior work day) for the previous work week.  <b>Approved by:</b> _____ <b>Signed:</b> _____ <b>Accepted by:</b> _____ <b>Signed:</b> _____
<b>Date Hired:</b>
<b>Proposed or Actual Start Date:</b>
<b>Employee Screen Completed: Y / N</b> <b>Date:</b>