

Estimator

Education:

Associate business degree preferred.
High school graduate or equivalent required.

Job-Related Experience:

One year sales experience.
Two years estimating experience.
Industry experience.

Training:

I-CAR, ASE Certification preferred.

Skill Set:

Computer proficiency.
Oral & written communication skills.
Organization skills.
Detail oriented.
Selling skills.
Negotiating skills.

Personality Characteristics:

Outgoing, upbeat.
Pleasant appearance.
Can read people.

Essential Tasks:

- ✓ Prepare estimates.
- ✓ Maintain set closing ratio.
- ✓ Schedule work.
- ✓ Maintain strong relationship with customer base (i.e., insurance, fleets, car owners).
- ✓ Test drive repaired vehicle to ensure proper quality repair.
- ✓ Prior to delivery, review billing for completeness to ensure smooth delivery to customer.
- ✓ Follow up on appraisals for sales.
- ✓ Make sure supplements are completed and approved before delivery of car.
- ✓ Process job – check-in sheet, authorization, estimate, supplements, warranty, CSI, final bill, delivery instructions, collect money, customer complaints, check-out sheet/quality-control checklist.
- ✓ Resell job at delivery.
- ✓ Implement customer referral cards.
- ✓ Print and review repair order detail prior to final bill.
- ✓ Order parts. (Parts manager or production manager could order parts too. It doesn't matter, as long as you assign it to someone!)
- ✓ Attend daily release meetings.
- ✓ Maintain customer contact throughout repair.
- ✓ Negotiate agreed price with insurance company.

