



Job Title: Body Shop Manager
Department: Bodywork Department
Reporting to:
Date written:
Approved by:
Approval Date:
Date reviewed:
Employment Status:
Written by:

SUMMARY JOB DESCRIPTION

Directs the work activities of body shop employees, including their observance of deadlines and productivity levels, as well as the maintenance of quality standards. Achieves a reasonable operating profit for the department and maintains customer satisfaction standards, while containing expenses. Prospects for customers to ensure an adequate sales volume.

The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.

- Establishes objectives for the department, jointly with his/her supervisor, and attains these objectives.
- Prepares and manages the annual operating budget of the body shop.
- Implements a dynamic marketing plan, with the aim of increasing body shop sales.
- Maintains efficient communications within the department, as well as between departments. Endeavours to promote harmony and a team spirit with all the other departments.

Tasks related to customer service and relations with insurers

- Builds and maintains good working relations with insurance adjusters.
- Negotiates with insurance company representatives.
- Completes insurance forms, indicating the estimated repair costs and making recommendations.
- Obtains the insurer's approval and agreement to the estimates.
- Builds and maintains good relations with the customers, to encourage their loyalty and obtain their recommendations.
- Welcomes arriving customers in a friendly and professional manner.

- Answers telephone calls, or ensures that they are answered quickly and in a polite and professional manner.
- Provides a high quality repair service and reduces returns to the shop.
- Handles customer complaints as soon as possible, according to the dealer's instructions.

Tasks related to damage evaluation

- Examines damaged vehicles to determine the degree of structural and mechanical damage, as well as damage to the bodywork and the insides of the vehicles.
- Evaluates the cost of labour and parts to repair or replace each damaged part.
- Reviews repair cost estimates with the body shop foreman.
- Weighs the feasibility of repairs against the replacement of parts such as bumpers, fenders and doors.
- Evaluates the cost of repainting undamaged vehicles (retail repairs), converting them to specific uses or customizing them.
- Uses the Shoplink/Photolink/Mitchell System efficiently to prepare the estimates.

Tasks related to administrative follow-up

- Checks how work on the vehicles in the shop is progressing, and ensures that guidelines concerning repairs and safety are observed.
- Verifies the quality of the completed work.
- Follows up on orders sent to the parts department, to ensure that the parts are available.
- Verifies the technicians' productivity reports and the corresponding pay sheets every day.
- Verifies the documents circulating and ensures that they are all entered, duly completed, legible and filed or sent to the individuals concerned.
- Verifies and follows up on body shop customer accounts, to ensure that payments take place within an acceptable time frame.
- For warranty work, follows the appropriate procedures.
- Ensures that the appropriate safety equipment is available and that it is being adequately used.

Tasks related to the management of human resources

- Conducts formal evaluations of the performance of personnel reporting to him/her, at set intervals.
- Motivates the personnel reporting to him/her and participates in hiring this personnel, jointly with his/her supervisor.
- Encourages employees and/or provides them with technical training and refers them to appropriate training schools, as necessary.
- Manages and draws up the work plan for all body shop employees.
- Encourages team work in an environment focused on customer service.

Miscellaneous tasks

- Keeps abreast of available equipment and new tools and recommends purchases.
- Monitors maintenance of the paint booths, the frame straightening material and other fixed assets, to ensure their longevity and long-term value.
- Sees to the cleanliness of the work spaces and customer waiting rooms.
- Understands, keeps abreast of and observes federal and provincial regulations and municipal bylaws governing body shop operations and occupational health and safety.
- Takes part in management meetings.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description

N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.

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