



**Job Title:** Bodywork Technical Advisor  
**Department:** Bodywork Department  
**Reporting to:**  
**Date written:**  
**Approved by:**  
**Approval Date:**  
**Date reviewed:**  
**Employment Status:**  
**Written by:**

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### **SUMMARY JOB DESCRIPTION**

*Provides administrative support and customer service on behalf of the dealer and/or the general manager in subcontracting situations. Evaluates the damage to the vehicle, in order to determine the repair costs for insurance claim purposes.*

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

#### **Tasks related to customer service and relations with insurers**

- 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 quickly, and in a polite and professional manner.
- Jointly with the subcontracting shop, provides a high quality repair service.
- Handles customer complaints as soon as possible, according to the dealer's instructions.
- 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.

#### **Tasks related to damage evaluation**

- Examines the 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 (subcontracts).
- 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**

- Completes the work orders for all vehicles brought into the body shop for repairs; obtains the customer's signature.
- Provides the subcontracting shop with all the relevant information.
- Checks how work on the vehicles in the shop (subcontracts) is progressing.
- Verifies the quality of the completed work.
- Follows up on orders sent to the parts department, to ensure that the parts are available.
- Prepares the final invoices for the work performed, from the work orders.
- Delivers the vehicle to the customer, ensuring that any deductible, taxes or other charges are collected, and records the amounts received.
- Closes the work orders in the computer, in a timely manner.
- Files the work orders.
- Reconciles the till every day, according to accounting department procedures.
- 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 accounts (customers) to ensure that payments take place within an acceptable time frame.
- For warranty work, follows the appropriate procedures.

### **Miscellaneous tasks**

- Takes part in management meetings, on request.
- Sees to the cleanliness of the work areas and customer waiting rooms
- 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**

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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.

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

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