

## **BODY SHOP CONSULTANT – JOB DESCRIPTION**

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### **FUNCTIONS:**

- Customer Relations
- Quality Control
- Shop Management
- Administration
- Estimating
- Ordering Parts and Materials
- Work/Repair Order Control
- Insurance Company Relations
- Interdepartmental Relations

### **SKILLSETS:**

- Adaptability
- Analysis
- Continuous Improvement
- Customer Enthusiasm
- Judgement
- Organizing and Planning
- Teamwork
- Communication

### **PERSONALITY ATTRIBUTES:**

- Patience
  - Attentiveness
  - Cognitive Empathy
  - Clear Communication Skills
  - Ability to Use "Positive Language"
  - Ability to "Read" Customers
  - A Calming Presence
  - Persuasion Skills
- "WOW" Customer Service

### **REPORTS TO:**

- Body Shop Manager
- Our Customers

### **MANAGEMENT/BUSINESS SKILLS REQUIRED:**

- Knowledge of automotive systems
- Ability to maintain communication between the Body Shop Manager and the Parts staff
- Knowledge of approved and established procedures for conducting repairs
- Ability to stay current by reading shop manuals & technical bulletins and by attending product schools, etc.
- Knowledge of and ability to comply with quality control and inspection requirements in Body Shop
- Ability to visually inspect damage and estimate accurately
- Ability to document and itemize repairs on estimate sheet
- Ability to estimate time or repair jobs for purposes of efficient scheduling
- Ability to reference catalogues and manuals for determining costs
- Ability to review insurance company estimates for accuracy
- Knowledge of parts inventory and ability to order parts and materials not in inventory

## **WORK ORIENTATION FACTORS**

- Detail-oriented work
- Contact with customers from a variety of backgrounds
- Much contact with people in all dealership departments
- Considerable paperwork (e.g., documentation of repairs and charges)

## **POSITION SUMMARY**

### *The Body Shop Consultant:*

- Meets and establishes rapport with customers, justifies needed repairs and costs, and follows up with customers to ensure their enthusiasm.
- Estimates damage to vehicles visually and is capable of dismantling portions of the damaged vehicle as necessary to evaluate damage more accurately.
- Completes estimate sheets to document damage and repairs required and work/repair orders to itemize parts and materials required.
- Calculates labour and painting costs to determine the total cost of repairs.
- Assigns repair orders to Body Shop team members based on the shop schedule and on the availability and specialty of technicians.
- Evaluates the quality of repair jobs by Technicians and, if necessary, returns vehicles to the Technicians for additional work if the repairs do not meet quality standards.
- Understands insurance company estimates of repairs and checks them for accuracy and comprehensiveness.
- Completes the parts order sheet for all orders, investigates alternative sources for hard-to-locate parts, and checks parts when delivered.
- Should be capable of working independently and managing his or her time and work flow.

## **WHAT THE WORKER IS LIKE?**

### *The Body Shop Consultant:*

- Must be capable of communicating with customers of varying backgrounds, expressing sensitivity to their concerns, and ensuring their enthusiasm.
- Typically, was formerly a Body Shop Technician or Service Consultant from a small, independent body shop.
- Is competent regarding automotive systems and repair procedures in order to accurately estimate repairs.
- Must be capable of overseeing many jobs at the same time and must be detail-oriented and mindful of quality, costs, and the work flow of the Body Shop.
- Must be capable of filling out accurate estimate sheets, work orders, and parts orders and of posting payments on work orders when jobs are completed.
- Works closely with the Parts Department within the dealership.

## **WHAT THE WORK IS LIKE?**

### *The work of the Body Shop Consultant:*

- Requires communicating congenially with customers and with insurance company representatives and other departments within the dealership.
- Requires accuracy in providing estimates, which means constantly referring to catalogues and manuals for costs and repair procedures.
- Entails accurately maintaining quality control and inspection policies and procedures and accurately estimating the work flow within the Body Shop.
- Involves documenting the repairs conducted, the parts required, and the labour involved, along with accurate charges for each.
- Centres on completing estimate sheets and work orders and on posting customer payments to the work orders upon receipt.

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The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. You may be called upon to attend Workplace Health & Safety meetings, WHMIS training or other pertinent organizational training/certification when required.

Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time.

By signing this form, you confirm that you have discussed this job description in detail with your employer.

Dealership Name:	
Employee Name:	Date:
Employee Signature:	
Manager Name:	
Manager Signature:	Date: