

# Thurlow Nunn

<b>Role Profile</b>	
<b>Bodyshop Estimator / Vehicle Damage Assessor</b>	
<b>This Job Reports to:</b>	Bodyshop Manager
<b>Who Reports to this Job</b>	
<b>Working with</b>	Bodyshop Team, Valeters, Service Team, Parts Team, Accounts, Fleet Department, Sales Team, Rental Team, Drivers
<b>Overview of this job</b>	<p><b>Achievements:</b></p> <ul style="list-style-type: none"> <li>• Create and submit accurate estimates to customers and insurance companies to secure profitable work in support of the sales volume targets of the department</li> </ul> <p><b>Customer Focus:</b></p> <ul style="list-style-type: none"> <li>• Deliver a high standard of customer care and contribute to maintaining and improving customer satisfaction in all job activities</li> </ul>
<b>Criteria for Success</b>	<p>This job holder can be measured by:</p> <ul style="list-style-type: none"> <li>• Accuracy of estimates provided</li> <li>• Customer feedback from insurance companies</li> <li>• Timeliness of job completion</li> </ul>
<b>Specific Tasks</b>	<p>This job holder must be able to:</p>
Strategic	<ul style="list-style-type: none"> <li>• Provide accurate estimates via autotex auto claims where appropriate for costs and repair procedures</li> <li>• Arrange appointments with customers</li> <li>• Receive customers and assist them courteously and with empathy.</li> <li>• Provide positive customer experiences in all instances.</li> <li>• Consult with customers to discover their needs face to face and on the telephone.</li> <li>• Provide advice and direction to workshop team on jobs</li> <li>• Update customers on the progress of their vehicle repair</li> <li>• Maintain good relationships with customers by meeting and exceeding their expectations.</li> <li>• Calm dissatisfied customers, resolve complaints with sensitivity, and involve others when needed.</li> </ul>
Personnel & Customers	<ul style="list-style-type: none"> <li>• Answer customers' questions regarding technical issues with their vehicles, warranties, services, and repairs in a manner that is easily understood and does not use excessive technical jargon.</li> <li>• Estimate damage to vehicles visually and note pre-existing damage not covered under the current claim.</li> <li>• Evaluate damage more accurately by dismantling portions of the damaged vehicles as necessary.</li> <li>• Document the repairs conducted, the parts required, and the labour involved, along with accurate charges for each.</li> <li>• Discuss the justifications for needed repairs and costs with customers and insurance companies.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Complete estimate sheets to document damage and repairs required and work/repair orders to itemise parts and materials required.</li> <li>• Investigate alternative sources for hard-to-locate parts</li> <li>• Fill out accurate estimate sheets, work orders, and parts orders to enable the job to be processed.</li> <li>• Arrange courtesy vehicle for customers when required, complete courtesy car paperwork, inspect customers driving licence, insurance details etc. and direct customer to the courtesy vehicle, demonstrate the key controls on the vehicle then review the condition of the vehicle at point of loan and on its return.</li> <li>• Identify opportunities to reduce costs and advise the appropriate personnel of these opportunities.</li> <li>• Complete all documentation required by the insurance company with accuracy and on time to facilitate correct and timely payment</li> <li>• Build a strong rapport and relationship with insurance companies and certain other businesses.</li> <li>• Ensure that all health and safety legislation and internal procedures are followed.</li> <li>• Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training and development opportunities</li> <li>• Work to support other team members in the achievement of their objectives when asked to do so or required by their manager</li> <li>• Other duties may be undertaken from time to time</li> <li>• Duties may change over time and the role holder will be expected to co-operate where such changes are reasonable</li> </ul>
<p>Knowledge and skills required</p>	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"> <li>• Automotive systems (e.g., understands basic vehicle layout, function, and location of parts) and repair procedures in order to accurately estimate repairs.</li> <li>• Manufacturers products and recent improvements through technical bulletins, training courses and technical magazines etc.</li> <li>• Insurance companies policies, procedures, contacts and requirements</li> <li>• In-house computer systems (e.g., DCS, DOS, Windows, Autotex, Autoclaims, DMS, e-mail, Internet, TISS).</li> <li>• Manufacturer consultative customer handling processes</li> <li>• General office equipment (i.e., phone systems, copiers, fax machines).</li> <li>• Procedures for ordering special parts or parts and methods of finding them.</li> <li>• Relevant local, national, and European regulations and laws pertaining to the automotive industry.</li> <li>• Competitors' repair price structures.</li> <li>• The manufacturer's new and recent products.</li> <li>• Vehicle legislation, consumer legislation, and trade practices.</li> <li>• The retail facility's organisational structure.</li> <li>• Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial</li> </ul>

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	<p>And be able to:</p> <ul style="list-style-type: none"><li>• Use the computer competently</li><li>• Explain and interpret complex damage and repair requirements</li><li>• Use imaging equipment</li><li>• Ability to work independently</li><li>• Write clearly and legibly and to listen and document items accurately</li><li>• Display a professional appearance and an enthusiastic attitude</li><li>• Remain positive in stressful situations</li><li>• Work in a busy, active, lively environment</li></ul>
Competencies	<ul style="list-style-type: none"><li>• Establishing and Maintaining Relationships</li><li>• Customer Orientated</li><li>• Team working</li><li>• Problem Solving &amp; Decision Making</li><li>• Continuous Improvement</li><li>• Results Focused</li><li>• Integrity</li><li>• Flexible</li><li>• Planning and Organising/Team Member</li><li>• Communication</li><li>• Numerate</li><li>• Computer literate</li><li>• Precise</li></ul>