

KREMER SERVICES

POSITION DESCRIPTION

Job Title: Estimator

Department: Collision Center

POSITION

Examines damaged vehicles to determine extent of structural, body, mechanical and interior damage. Estimates cost of labor and parts to repair or replace each damaged item necessary to restore the vehicle to pre-accident condition. Reviews repair cost estimates with collision center manager and then negotiates a final repair settlement with the customer and/or insurance company.

OBJECTIVES OF POSITION

1. Develop accurate repair estimates
2. Negotiate final repair process and costs with end customer and/or insurance company
3. Direct body shop personnel on repair process and timelines
4. Develop and maintain excellent communication with the end customer
5. Maintain internal customer relationships by conveying a friendly, service-oriented attitude
6. Present Kremer Services as a professional auto and truck service facility.

OVERVIEW OF DUTIES & RESPONSIBILITIES

- Inspect vehicles for damages and evaluate using visual inspection, mechanical testing devices, road tests and information provided by the customer
- Meet with customers to discuss damages, repair process, timeline and costs
- Create accurate estimates that detail labor and material costs
- Collect insurance estimates and discuss required repairs with insurance companies
- Negotiate a final approved estimate with insurance companies
- Order parts that will be needed to complete the repairs
- Develop work orders detailing part replacements and repairs and enter into work management system
- Maintain communication with customers and be available to answer questions throughout the repair process
- Keep record of repair details and complete necessary paperwork
- Effectively manage multiple jobs simultaneously
- Implement an effective quality check process by inspecting repaired vehicles and ensuring the repair is up to Kremer standards
- Complete final paperwork and payment with each customer
- Provide exceptional customer service at all times and create ongoing relationships with customers
- Perform all work in a safe manner, following all company policies and procedures
- Other administrative duties as required or assigned

RELATIONSHIPS

Reports to the Collision Center Service Manager. Provides direction to Collision Center Personnel. Works closely with insurance companies, parts vendors and customers.

QUALIFICATIONS

- High School diploma or general education degree (GED)
- Demonstrated computer skills
- Experience with CCC Pathways estimating software or similar software is preferred but not required
- Strong math aptitude
- Detail oriented
- Must have ability to view a problem and develop creative solutions
- Excellent communication and customer service skills