

Job Title:	Collision Apprentice	Reporting To:	Store Manager
Hours of Operation	M-F 8:00a – 5:30p (<i>varies by location</i>)	Position Type:	Full Time

Please forward resume to: draposo@assuredauto.ca

Summary

The Collision Apprentice's primary responsibility and accountability includes providing an exceptional and successful customer experience by assisting the Licensed Collision Repair Technician in the meticulous assessment and quality repair of each customer's vehicle to restore it back to pre-accident condition. The Collision Apprentice works with the Licensed Collision Repair Technician to thoroughly disassemble, repair and reassemble each vehicle while playing a pivotal role to Assured's promise of speed, quality and customer excellence. The Collision Apprentice works in alignment with all team members in achieving the repair facilities KPI and is committed to being a dedicated Brand Ambassador of Assured Automotive at all times.

Role and Requirements

- Provides positive energy when interacting with customers or team members
- Repairs vehicles as per insurance guidelines and Assured Automotive's quality standards
- Complete a full and thorough inspection/disassembly of the collision area to determine all damages at the beginning of the repair
- Inspect refinish repairs for deficiencies that may impact the quality of the reassembly process; advise production supervisor as required
- Accountable for ensuring all assigned required line items as per the Repair Orders (RO) are completed to meet Assured's quality standards
- Repair minor damage to vehicle body panels
- Repair or replace interior and exterior parts, electrical components and vehicle accessories
- Immediately notify the Repair Planner of any additional damage that does not appear on the RO

- Explain technical diagnoses and needed repairs to non-mechanical individuals which may include other teammates and customers as required
- Continuously learns new technical information and techniques in formal training sessions in order to stay updated with rapidly changing automotive technology

- Makes use of parts carts to keep parts out of the vehicles
- Applying undercoating, corrosion protection, seam sealer, weld through primer, and lubricants as required or listed on the RO
- Complete the Quality Control(QC) Checklist before moving vehicle to next department
- Maintains a clean and orderly production area throughout the workday, ensuring a final clean up at the end of the day
- Perform basic maintenance checks: antenna, under the hood, inside the vehicle, inside the trunk, and outside vehicle
- Works in accordance with daily production schedule (as directed by Production Supervisor)

- Advise production supervisor of collision repair problems that may have been overlooked that impact the production process

- May be asked to assist in other areas of the collision repair process (i.e. Parts or detail as directed by Production Supervisor)
- Knows status of assigned vehicles and helps problem-solve on getting and keeping all vehicles on

schedule for on-time delivery

- Consistently utilizes all required safety equipment and follows proper Assured procedures in compliance with Ontario Health & Safety guidelines
- Adheres to all requirements for hazardous waste disposal

- Follows vendor procedures to maintain all tools and equipment
- Support all team members when required
- Participate in monthly Health & Safety and staff meeting (if required)
- Attend training, information sessions and workshops recommended by Store Manager
- Maintain the Assured KPI's (Sales/ GP/ NP/ CSI/ AR/ CT&TT)
- Uphold Assured's Core Values : Honesty, Integrity & Respect
- Adhere to Assured's Policies and Procedures, according to established business practices
- Actively participates in daily production meeting with the Management Team, as required
- Consistently demonstrates actions and behaviors supporting our "10 Promise"

Experience and Skills Required

- High School Diploma or equivalent
- A minimum of 1 year previous experience in a collision repair facility is an asset
- Ontario College of Trades Member
- Registered with the Ontario Government Apprenticeship Program
- Enrolled in an Ontario College Collision Repair Program
- Actively working towards Ontario Auto Body Collision License – 310b
- I-Car Registered (working towards Gold Class certification)
- Knowledge of manufacturers' repair/refinishing processes & adherence to Assured's processes
- Ability to use selected vendor materials and general supplies efficiently and cost effectively
- Demonstrated commitment to continued learning by attending Assured/ Industry related training
- Communicate effectively, both verbally and in writing
- Strong attention to detail and a high degree of accuracy
- Ability to interpret work scope from vehicle estimates or work orders
- Comprehensive knowledge of vehicle repair practices
- Effectively work in a fast-paced environment, demonstrating multi-tasking ability while working under pressure
- Frequently required to bend, crouch, reach, handle tools and lifting approximately 51 lbs.
- Must provide your own tools