

Job Title:	Collision Repair Technician (<i>Licensed</i>)	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 Repair Technician's primary responsibility and accountability includes providing an exceptional and successful customer experience through the meticulous assessment and quality repair of each customer's vehicle to restore it back to pre-accident condition. The Collision Repair Technician thoroughly disassembles, repairs and reassembles each vehicle while playing a pivotal role to Assured's promise of speed, quality and customer excellence. The Collision Repair Technician works in alignment with all team members in achieving the repair facilities KPIs 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
- Dismantle and repair 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 required line items as per the Repair Orders (RO) are completed to meet Assured's quality standards
- Repair damage to vehicle body panels
- Repair or replace interior and exterior parts, electrical components and vehicle accessories
- Remove and install welded and sectioned parts to a vehicle
- Immediately notify the Repair Planner of any additional damage that does not appear on the RO
- Make 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
- Maintain 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

- 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 session in order to stay updated with rapidly changing automotive technology

- 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, including maintenance of equipment
- 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
- Supports 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 participate 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 4 years equivalent/related previous experience in a collision repair technician role
- Ontario College of Trades Member
- 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