

Job Title:	Customer Service Appraiser (CSA)	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 Customer Service Appraiser (CSA) primary responsibility and accountability is to provide an exceptional and successful customer experience while creating estimates, coordinating repair needs for customers including all communication, informing and updating customers and insurance companies throughout the repair process. The CSA accurately assess the damage of vehicles and documents needed repairs and parts replacement on the damage appraisal. The CSA plays a pivotal role in the success of the customer's experience by ensuring they are working in alignment with all team members in a achieving the repair facilities KPIs. The Customer Service Appraiser is committed to being a dedicated Brand Ambassador of Assured Automotive at all times.

Role and Requirements

- Communicate all customer requests and needs to appropriate team members
- Provides positive energy when greeting customers and on the phone
- Accurate Diagnosis of Collision Damage & Refinishing Operations
- Communicate clearly the Repair process, and address all questions to ensure client's confidence
- Manage the R.O. Package and ensure all information is captured and accurate. This package must accompany the vehicle during the delivery (when required)
- Schedule Customers for repairs & assign Job Classification accordingly
- When required Order parts & arrange sublet repairs with vendors for each RO
- When required manage the confirmation and reservation of all rental vehicles & towing requests
- Adhere to all required Insurance programs, procedures & guidelines
- Utilize daily insurance programs & tools (Progi/ APU/ ARMS/ Progi Sync)
- Capture all prior damages on vehicle inspection sheet including photos during walk-around
- Document and communicate service problems related to delays
- Work with the Production Supervisor on any repair related concerns/supplements
- Manage all arrangements for towing as well as costing against the RO, (Ensure Insurance approval prior to pick up of tow)
- Respond to and Arrange for any valet service tows or service as per Assured Claims Centre
- Communicate updates with Customers & Insurance claims personnel
- Update Customers on progress of vehicle through-out production
- Confirm repair authorization, obtain customer signature and arrange rental for customer (*if applicable*)
- Provide 24 hour notice of vehicle ready for delivery to customer
- Personal delivery of the Vehicle to customer
- Uphold Store policies regarding payments, purchases, documentation, etc.
- Support all team members when required
- Participate in daily "production walks" with the Management Team
- Participate in monthly Health & Safety and Staff meeting (if required)
- Attend Training and Workshops recommended by Store Manager
- Maintain the Assured KPI's by maximizing role performance (Sales/ GP/ NP/ CSI/ AR/ CT&TT)
- Make appraisal follow-up calls with un-landed estimates (Batting Average / Close Sales)
- Uphold Assured's Core Values : Honesty, Integrity & Respect
- Consistently demonstrates actions and behaviors supporting our "10 Promise"

Work Tools to be Utilized

- Scheduling Tool: Progi Calendar, Google Calendars
- Management Information System: Summit, Repair Centre
- Rental Management Systems: ARMS, Dial
- Working Knowledge of: Mitchell, Audatex
- Parts sourcing: Car-part, Progi, APU

Knowledge, Skills and Attitude Required

- Post-secondary education or equivalent
- A minimum of 1 years previous experience in a collision repair environment or a similar role
- Effectively manage a fast-paced environment, demonstrating multi-tasking ability while working under pressure
- Sales driven, while successfully delivering great customer service
- Strong attention to detail and a high degree of accuracy
- Consistently demonstrates a successful client experience
- Communicate effectively, both verbally and in writing
- Ability to interpret work scope from vehicle estimates or work orders
- Working knowledge of vehicle repairs practices
- Valid G-Driver's License