

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

**Please forward resume to: [draposo@assuredauto.ca](mailto:draposo@assuredauto.ca)**

**Summary**

The Customer Service Dealer Representative, (CSDR) primary responsibility and accountability is to provide an exceptional and successful customer experience while handling the collision service needs of Assured's Dealership partners. The CSDR is located within the Dealership, providing estimates, coordinating repair needs for the customer, insurance company and dealership. The CSDR accurately assess the damage of vehicles and documents needed repairs and parts replacement on the damage appraisal. The CSDR plays a pivotal role in the success of the customer's experience by ensuring they are managing the relationship between the customer, insurance company, dealership and the repair facility. The CSDR will work in alignment with all team members of the repair facility and stakeholders in achieving the repair facilities KPIs. The Customer Service Dealer Representative is committed to being a dedicated Brand Ambassador of Assured Automotive at all times.

**Role and Requirements**

- Provides positive energy when greeting customers in person and on the phone
- Effectively manage a positive and productive business relationship between dealership and repair facility
- 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
- Schedule Customers for repairs & assign Job Classification accordingly
- Order parts & arrange sublet repairs with vendors when required for each RO
- Organize Dealer sublet mechanical work
- Arrange Dealer Internal and Warranty work for repairs
- Adhere to all Insurance programs, procedures & guidelines
- Utilize daily insurance programs & tools (Progi/ APU/ ARMS/ Progi Sync)
- Capture all prior damages on vehicle inspection sheet including photo's 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 all customer requests and needs to appropriate team members
- 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
- Provide all paperwork to repair facility in a timely manner (invoice/ assignments/ signed authorizations/ payment slips)
- Uphold Store policies regarding payments, purchases, documentation, etc.
- Support all team members when required

- Participate in daily production meeting with the Management Team, as 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 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
- Comprehensive 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
- I-Car Registered (working towards Gold Class certification)
- Working knowledge of vehicle repairs practices
- Valid G-Driver's License