

AUTOMOTIVE COLLISION REPAIR ESTIMATOR

Collision Care Xpress is growing! We are seeking an **Automotive Collision Repair Estimator** to help our customers through the process of getting their vehicle repaired after an accident. Collision Care Xpress is a full-service collision center providing the latest auto body repair for gas and electric vehicles from modern 80,000 sq ft facilities in central Broward County. The ideal candidate will flourish in a fast-paced and professional workplace that values positive, friendly attitudes. Collision Care Xpress is committed to your success and invested in your future. We provide the opportunities, resources, and support you need to grow and develop professionally.

Position Overview/Job Summary:

As an **Automotive Collision Repair Estimator**, you'll interact daily with customers, insurance company, parts associates, technicians and other team members to ensure the repair process is as smooth as possible.

Duties & Responsibilities:

- Communicate effectively with others, verbal and written (must respond to emails)
- Ability to achieve targeted goals
- Identify and assess related and unrelated (prior) auto damage and set clear expectations on timeline for repairs and outcome
- Inspect vehicles and write estimates, documenting claim related information and making decisions consistent with claims standards and local laws
- Prepare estimates in an accurate and timely fashion, in accordance with manufacturer and company guidelines, as to provide the production department and the insurance companies with a detailed "blueprint" of the repairs,
- Communicating with insurance personnel
- Review and determine if any supplement requests are needed; communicate supplements to Customer Service Representative and insurance companies on the same business day as written, and continuously pursue supplemental approval by insurance company
- If additional work is needed, explain the details to the Customer Service Representative, including the additional cost and time consideration and document properly on the repair order
- Maintain and execute a timely schedule before, during and after completion of repairs
- Make total loss determinations and establish total loss evaluations
- Stay connected with Customer Service Representatives, providing contemporaneous updates on repair process, parts delays, insurance approvals, and supplemental repair estimates, so they have current and accurate information to communicate to customer
- Input estimate and corresponding notes/paperwork into CCC One database
- Ensuring that all administrative processes are handled in a timely and correctly
- Keep production manager, Customer Service Representative, and other team members informed of all problems and potential problems involving repairs, customers and equipment
- Stay up-to-date on technical and vehicle performance information and resources

Qualifications:

- Must be at least 18 years of age
- Must hold a HS diploma or equivalent
- Valid driver's license required
- Ability to provide clear, concise information in writing, via phone, email and in-person
- Understanding basic parameters of collision repair as well as insurance programs (e.g., DRP and non-DRP)
- CCC One database experience required
- Prior collision estimating experience preferred
- 3+ years of experience in an auto repair facility is preferred
- Previous experience in automotive industry and/or understanding insurance coverage/liability is strongly preferred, but not required

Working Conditions:

Will work in an office and outdoor setting and will be required to move throughout the 80,000sq ft facility to greet, escort, and assist customers. May be required to work weekends, evenings, and holidays at direction of management.

Opportunities for Career Growth:

Our associates have many choices for career growth and development after success in an **Automotive Collision Repair Estimator**. Future opportunities may include:

- Collision Production Manager
- Collision Director