**JOB DESCRIPTION – BODY SHOP MANAGER**

Job Title: Body Shop Manager

Job Holder: Bodywork Department

Location:

Reports To:

Significant Relationships:

**OVERALL OBJECTIVE OF ROLE**

Directs the work activities of body shop employees, including their observance of deadlines and productivity levels, as well as the maintenance of quality standards. Achieves a reasonable operating profit for the department and maintains customer satisfaction standards, while containing expenses. Prospects for customers to ensure an adequate sales volume.

**KEY TASKS AND RESPONSIBILITIES**

* Establishes objectives for the department, jointly with his/her supervisor, and attains these objectives.
* Prepares and manages the annual operating budget of the body shop.
* Implements a dynamic marketing plan, with the aim of increasing body shop sales.
* Maintains efficient communications within the department, as well as between departments. Endeavours to promote harmony and a team spirit with all the other departments.

**KEY COMPETENCIES**

**Customer Service Focus and relations with insurers**

* Builds and maintains good working relations with insurance adjusters.
* Negotiates with insurance company representatives.
* Completes insurance forms, indicating the estimated repair costs and making recommendations.
* Obtains the insurer's approval and agreement to the estimates.
* Builds and maintains good relations with the customers, to encourage their loyalty and obtain their recommendations.
* Welcomes arriving customers in a friendly and professional manner. Answers telephone calls, or ensures that they are answered quickly and in a polite and professional mariner.
* Provides a high quality repair service and reduces returns to the shop.
* Handles customer complaints as soon as possible, according to the dealer's instructions.

**Tasks related to damage evaluation**

* Examines damaged vehicles to determine the degree of structural and mechanical damage, as well as damage to the bodywork and the insides of the vehicles.
* Evaluates the cost of labour and parts to repair or replace each damaged part.
* Reviews repair cost estimates with the body shop foreman.
* Weighs the feasibility of repairs against the replacement of parts such as bumpers, fenders and doors.
* Evaluates the cost of repainting undamaged vehicles (retail repairs), converting them to specific uses or customizing them.

**Tasks related to administrative follow-up**

* Checks how work on the vehicles in the shop is progressing, and ensures that guidelines concerning repairs and safety are observed.
* Verifies the quality of the completed work.
* Follows up on orders sent to the parts department, to ensure that the parts are available.
* Verifies the technicians' productivity reports and the corresponding pay sheets every day,
* Verifies the documents circulating and ensures that they are all entered, duly completed, legible and filed or sent to the individuals concerned.
* Verifies and follows up on body shop customer accounts, to ensure that payments take place within an acceptable time frame.
* For warranty work, follows the appropriate procedures.
* Ensures that the appropriate safety equipment is available and that it is being adequately used.

**Tasks related to the management of human resources**

* Conducts formal evaluations of the performance of personnel reporting to him/her, at set intervals.
* Motivates the personnel reporting to him/her and participates in hiring this personnel, jointly with his/her supervisor.
* Encourages employees and/or provides them with technical training and refers them to appropriate training schools, as necessary.
* Manages and draws up the work plan for all body shop employees.
* Encourages team work in an environment focused on customer service.

**Miscellaneous tasks**

* Keeps abreast of available equipment and new tools and recommends purchases.
* Monitors maintenance of the paint booths, the frame straightening material and other fixed assets, to ensure their longevity and long-term value.
* Sees to the cleanliness of the work spaces and customer waiting rooms.
* Understands, keeps abreast of and observes regulations and laws governing body shop operations and occupational health and safety.
* Takes part in management meetings.
* Maintains a professional appearance.
* Performs other tasks, based on management requirements and instructions,

**SECONDARY TASKS**

* Description of one or more secondary tasks to be added, according to your needs.

**Personal Qualities**

* Language skills
* Effort
* Knowledge and skills
* Work conditions
* Responsibilities
* Other requirements

Signed on behalf Date

of the Company

I have received a copy of this Job Description, read it, understood it and agreed to it.

Signed Date \_\_

Print Name