

Customer Service Representative / Collision Estimator

- Eureka, California

Job Description

Quality Body Works is the largest, fastest-growing collision repair company in Humboldt County. Right now, we're looking for highly talented, dedicated, and quality-focused teammates to help restore the rhythm of our customers' lives.

Job Summary

Provides World Class Customer Service Experience to all Quality Body Works customers on the phone, in person and throughout the entire repair process. Serves as the primary point of contact for the customer throughout the repair process from the point of drop-off through the delivery of the completed vehicle. Responsible for coordinating communications with all other (internal & external) stakeholders for the repair

Essential Job Duties

- Estimate all drive-in appointments and complete repair plans
- Complete process review with customer
- Repair Orders: All files are opened with BAR (CA) and DRP compliance, including obtaining proper authorizations.
- Prepare and complete proper paperwork for final customer packet prior to vehicle delivery (DRP, final invoice).
- Post repair plan documentation.
- Provide post repair plan communication including all vehicle status updates
- Total loss administration
- Comply with all Quality Body Works safety rules, guidelines and standards
- Performs other related duties as assigned for the purpose of ensuring a world class customer service experience
- Final QC, including test drive
- Other duties as assigned

Skill/Requirements

- Must be at least 18 years of age
- Must have a valid driver's license and be eligible for coverage under company insurance policy
- Ability to effectively communicate with others – verbal and written
- Working estimating knowledge, including systems
- Strong sales orientation
- Organization and multi-tasking skills, good time management and adapt easily to fast-paced environment

- Personable, friendly demeanor with “World Class” customer service approach
- Well groomed, professional appearance

Physical Requirements / Working Conditions

Position is based in a normal shop environment. Occasional physical activity such as reaching below and above shoulder level, kneeling, bending, squatting and stooping to inspect repairs, and lifting and carrying objects over 50lbs. Exposure to fumes, chemicals, dust, along with high levels of noise. Subject to weather conditions both inside and outside. Required to wear protective equipment when necessary. Occasional sedentary work. Must have visual acuity to determine the accuracy and thoroughness of the work assigned.

About Us

Quality Body Works, a staple in the Humboldt County collision repair business since 1978. At Quality Body Works Inc, our team members work side by side to provide the best possible service. They make it happen because they’re talented, intelligent, hard-working individuals. We make sure they stay that way by providing for continued education opportunities – it all leads to better results for our customers.

Our team members are experts in the latest technology, with training from: **ASE**, **ICAR** (Gold Class Certified), **ASA**, vendor-related, and management and customer service programs. Most importantly, we take the Golden Rule to heart and strive to live by it.

This translates not only to our relationship with customers, but also our relationships with employees, vendors and insurance companies. At Quality Body Works we believe this is the basis for our lasting success as a company and as individuals.

Posted Date: May 16, 2019

Position Type: Full-time