

## Position Description Pick List Instructions

### Purpose:

Set job duties and responsibilities for the Management team. This way everyone knows what responsibilities they need to carry through. When everyone fulfills his or her duties on a daily basis you will have an organized, successful collision center.

Start; by have a meeting with everyone in the office (i.e.: All of the Management Team, Customer Service Representatives, Receptionists, Damage Writers, Accountant / Bookkeeper). First, go over what responsibilities everyone has at that time. Then, you can delegate duties from the job description pick list. Be sure to give out appropriate jobs to the appropriate person or persons. There may be more than one person taking care of the same responsibility.

Once everyone follows his or her job duties, you will see the improvement of flow in the collision center.

### Information Input:

- 1) Write in Job Titles (or person's name) at the top of each column.
- 2) Start at the top and work down. For each duty, identify which job title (or person) has primary responsibility for that duty.
- 3) Repeat for each duty. Add duties to the list if necessary.
- 4) Review the duties of each position (person). If there is an imbalance of responsibility or effort, duties may be shifted, or positions re-defined.
- 5) Upon completion, you will have a list of the primary responsibilities of each job title (or person). This may be used to write formal position descriptions.



## Position Description Pick List

		Write in person's name or job title				
<b>RESPONSIBILITIES</b>						
<b>Marketing and Sales</b>						
1	Open collision center in morning					
2	Close collision center at day's end					
3	Monitor exterior appearance and parking lot condition					
4	Promote Community relations					
5	Promote new business					
6	Prepare mailings when needed					
7	Maintain relationships with adjusters					
8	Manage marketing budget					
9	Service existing business accounts					
10	Answer phones					
11	Make customer appointments					
12	Greet customers					
13	Complete Customer Information Sheet for each customer					
14	Qualify needs of each customer					
15	Close customers					
16	Follow-up on all unsold damage appraisals					
17	Verify warranty claims					
18	Schedule incoming work & due dates					
19	Write tow-in damage appraisals					
20	Send copies of damage appraiseld to parts department					
21	Write damage appraisals					
22	Scrutinize damage appraisals vs. crash guides					
23	Audit insurance damage appraisals for proactive supplements					
24	Generate R.O and keep current					
25	Order parts					
26	Develop collision center copy of damage appraisal & supplements					

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		Write in person's name or job title				
RESPONSIBILITIES						
27	Write & secure all supplements					
28	Order supplemental parts					
29	Set up rental					
30	Receive vehicles, perform pre-repair inspections					
31	Arrange customer courtesy rides to work/home					
32	Dispatch work to appropriate techs					
33	Forward information to production manager					
34	Job cost repair orders					
35	Maintain Collision center website					
36	Review Selling KPI's monthly					
37	Proactively update customer on vehicle status utilizing Vehicle Status Form					
38	Measure CSI for each Damage Writer					
Parts						
39	Receive parts and verify accuracy					
40	Store and label parts by RO					
41	Dispatch parts					
42	Document and handle return of all unused parts					
43	Adjust RO for all unused parts					
44	Nbill parts to R.O. as they are received					
45	Supplemental parts are ordered promptly & efficiently					
Customer Service						
46	Provide proactive vehicle status to customers					
47	Notify customer when job is complete					
Production						
48	Develop & implement preventative maintenance program for collision center equipment and tools					
49	Maintains training for all techs on equipment					
50	Maintain clean & organized collision center area					
51	Supervise repair performance					
52	Schedule sublet work					
53	Assist techs with repair problems					
54	Oversee quality control					

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RESPONSIBILITIES						
55	Weekly & daily scheduling of work through the collision center					
56	Direct production to meet due dates					
57	Conduct daily release meetings					
58	Communicate from production floor to front office					
59	Monitor collision center safety					
60	Monitor hazardous waste					
61	Oversee movement of vehicles between departments					
62	Order, dispatch paint & materials					
63	Maintain production supplies					
64	Stay abreast of technical changes					
65	Maintain technician productivity					
66	Approve timecards					
67	Sets & Tracks daily goals for each tech					
68	Daily release meeting held					
69	Weekly measures productivity for each tech					
70	Measures work in Production					
71	Records & tracks Re-do's					
72	Final Inspection on vehicle before delivery					
Delivery						
73	Verify completion					
74	Test drive vehicles					
75	Bottom line repair orders					
76	Finalize RO					
77	Invoice customers					
78	Complete pre-delivery inspection					
79	Perform active delivery and re-sell the job					
80	Collect moneys due					
81	Analyze come-backs					
Management & Administrative						
82	Review employee performance					
83	Evaluate morale problems					

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RESPONSIBILITIES		Write in person's name or job title				
84	Manage employee relations					
85	Enforce employee appearance/conduct standards					
86	Submit injury reports					
87	Perform new employee reference/background checks					
88	Communicate goals (monthly, weekly, daily)					
89	Prepare yearly plan and budget					
90	Develop and maintain policy and procedure					
91	Conduct Right to Know training					
92	Hold safety meetings					
93	Conduct staff meetings					
94	Plan long range management training					
95	Conduct/schedule training					
96	Prepare job descriptions					
97	Recruit new employees					
98	Discipline, counsel employees					
99	Maintain personnel files					
100	Interview applicants					
101	Establish pay rates					
102	Establish bonuses					
103	Maintain a clean & organized office					
104	Develop and maintain repair standards					
105	Resolve problems between departments					
106	Stub techs for labor produced					
107	Process weekly payroll					
108	Evaluate collision center quality and repair standards					
109	Read publications to stay current					
110	Maintain product knowledge					
111	Track & Monitor key numbers					