



**Code: 7173**

Family: Construction, Maintenance, and Skilled Labor  
Service: Operation and Construction  
Group: River, Harbor, and Transportation  
Series: Automotive Transportation

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## **CLASS TITLE: ACCIDENT ADJUSTER**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, performs inspections of city vehicles involved in accidents to assess damage and prepares cost estimates for repair work, and performs related duties as required

### **ESSENTIAL DUTIES**

- Travels to garage facilities, or accident sites on occasion, to inspect exterior/ body damage to city vehicles involved in accidents including visible mechanical and electrical components; takes notes and photographs of vehicles to document conditions
- Uses collision estimating software program (i.e. Shoplink ) to prepare cost estimates, entering data on damage to vehicle and the use of new or salvaged parts and related data to generate an estimate on repair cost including cost of body work, mechanical and electrical repairs, cost of parts replacement, labor costs and repair time
- Works with supervisor and garage manager to coordinate the delivery of damaged vehicles to identified auto-body repair shops for repair work to be completed
- Travels to repair shops as needed to confer with vendor and inspect vehicle for any additional repair work needed based on tear down and diagnostic assessment of vehicle components
- Informs supervisor on additional repairs to vehicles quoted by repair shops, confers with supervisor on overall condition and age of car and cost effectiveness of additional repairs; notifies repair shop on whether or not to perform work
- Inspects work in progress at repair shops to ensure quality of work and verify proper parts replacement as needed
- May participate in the inspection of repaired vehicles by city's mechanics at garage facilities to ensure repair work meets standards
- Maintains computerized records of accident vehicles repairs. including cost estimates, police reports, accident reports, location of vehicles sent out for repairs, status of vehicle repairs, and other relevant data
- Provides information on cost estimates prepared to city attorneys and testifies at hearings as to individual cost estimates prepared for damage vehicles as required
- Prepares accumulated damage estimates on vehicles/equipment scheduled for retirement

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Three years of work experience in preparing vehicle accident repair estimates using collision estimating software.

#### **Licensure, Certification, or Other Qualifications**

- A valid State of Illinois Driver's License

## **WORKING CONDITIONS**

- General office environment
- Automotive garage facility
- Exposure to loud noise, fumes or dust, oily or wet environment

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Digital cameras and related photography equipment

## **PHYSICAL REQUIREMENTS**

- Ability to stand for extended periods of time
- Ability to operate a personal computer

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Advanced knowledge of:

- \*automotive collision estimating software programs
- \* methods, and procedures applicable to preparing cost estimates for vehicle repairs

Some knowledge of:

- \*automotive mechanical and electronic systems
- \* auto body repair and painting
- \*repair and maintenance procedures applicable to motor vehicles
- use of safety equipment and protective gear
- applicable safety and code standards specific to motor vehicle operation and repair
- \*Microsoft Excel database software

Knowledge of applicable City and department policies, procedures, rules and regulations

### **Skills**

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources

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