



RECONSTRUCTION FIELD ESTIMATOR OF SOUTH RIVER RESTORATION

Overall Summary:

The Reconstruction Estimator reports directly to the Director of Reconstruction and is responsible for providing estimates to customers who have experienced an insurance loss/claim. Primary focus is to serve as a salesperson for the company and to perform, negotiate and conclude estimates and supplements for insurance adjusters. This individual is responsible for abiding by all insurance program policies, time requirements and procedures in a timely manner to ensure that we maintain high marks for our TIPS and POMS scores.

The Reconstruction Estimator is responsible for creating fast and accurate estimates and for making sure that all data is properly uploaded to Xactimate and Xactinet, as well as in DASH, and that the status of jobs is properly maintained.

Specific areas of responsibility include (but are not limited to):

Sales Responsibilities

- Close sales after estimates are approved by the insurance company, making sure that good communication is maintained during the approval process with all parties involved (e.g., insurance, homeowner).
- Ensure that contracts are signed, that all policies and procedures of the company are reviewed with the client (part), that deductibles and deposits (if applicable) are collected at the time of contract signing, and that the jobs sale is “completed” and properly noted in DASH and XactAnalysis/Xactimate.
- Ensure that timely initial contacts with customers are made, that accurate estimates are performed within insurance company/programs time frames and guidelines.
- Serve as the primary liaison with customers.
- Manage the customers’ expectations to ensure they understand all company policies, guidelines and processes so as to ensure no deviation and loss of control of the job.
- Work with customers to ensure all paperwork (e.g., contract, change order) is filled out properly and signed by the customer prior to starting the job.
- Complete all internal paperwork (i.e., what’s in job file) and submit to Customer Care (recon) so job can be entered into production.

After Hours On-call

- All Field Estimators are included in an on-call rotation for after-hours emergency calls that published monthly.
- For after-hours calls, customer must be contacted within one hour of initial call.
- Responsible for contacting customers on all program jobs (i.e., ARP, MRP, PDRP).
- If customer requires emergency services, contact Project Manager to dispatch team.
- If a large loss (e.g., FIRE), the on-call Field Estimator is dispatched with the crew to engage the client and ultimately sell SRR’s services.



Creating Xactimate Estimates for Change Orders and Supplements

- Complete Xactimate estimates for initial loss supplements and change orders for the Project Managers.
- Ensure these estimates are profitable and forward to purchasing for review.
- Once approved by purchasing, submit estimates, supplements and change orders to adjustor and/or customer for approval.
- Once approved, by the customer and/or adjuster, upload estimate to DASH and PDF to documents.
- Negotiate large loss supplemental contracts with adjusters.

Budget Responsibilities

- All estimates are written in **Sketch**, including all ARP's.
- All estimates are written with a minimum of 20% gross margin in soft costs, not including O&P.
- Provide the Project Manager a components report created in Xactimate, when sold. Correct any deficiencies in the budget after project management review in a timely manner.
- Oversee the transition of a new sale to the Project Manager and maintain contact with the Project Manager throughout the job.
- All estimates are written with a complete understanding of the insurance company's specific requirements.

Financial Responsibilities

- Assist AR by serving as a liaison with adjusters and or clients when difficulties arise with non-payment of invoices.
- Collect the deductible and the first draw. Also ensuring that all appropriate mortgage company information is obtained, and thoroughly understand that mortgage companies requirements.
- Regularly meets with the Director of Reconstruction to assess pending sales report.

Paperwork Organization and Upkeep

- Ensure that all jobs are updated in a timely manner in Xactimate, XactAnalysis and DASH (i.e., site inspected, estimate sent, estimate approved, date of work authorization) – and that proper documentation needed for the job is loaded into the respective databases. (This includes a minimum of nine pictures of each claim – with at least one that shows the entire building/house).
 - Maintain effective documentation in DASH and XactAnalysis. All milestone dates must be updated when completed. Clear notes must be updated regularly (3 day minimum).
- Follow all procedures as detailed in the company Quality Manual.
- Attend staff meetings to keep projects and activities running smoothly.

Miscellaneous: Performs all other duties as may be assigned.

Industry Expertise and Personal Development: All employees will be expected to learn about the industry and current trends within their specific area of expertise (e.g., accounting, mitigation, customer service, restoration). This may include attending professional workshops, taking educational courses and cross training within other departments.



Job Specification:

- 7 plus years of construction and estimating experience preferred.
- Xactimate certifications preferred. After one year of employment, must successfully complete all three levels of Xactimate certification.
- Experience in construction is required and other related restoration services is a plus.
- High school or GED equivalency preferred.
- Computer skills including word processing (Microsoft Word), spreadsheet use (Excel).
- Strong interpersonal communication skills needed.

Work Environment and Physical Requirements:

- Typical work shifts are 8:00 a.m. to 5 p.m.; however, overtime may be required to meet project deadlines and to properly serve emergency events which occur on a 24/7 basis. This position is part of an on-call rotation for after-hours emergency calls with schedules being published at least monthly.
- Work environments can vary depending upon the type of emergency situation involved. Generally, work environments may be dirty, dusty, damp, wet, or smoke filled. Some positions involve trauma/biohazard cleanup. Appropriate personal protective equipment is provided in hazardous environments.
- Good organizational, time management, customer service and problem-solving skills and the ability to work accurately and meet deadlines with frequent interruptions. Organizational skills sufficient to prioritize work and complete assignments accurately, either independently or as part of a team, under pressure of competing deadlines and with frequent interruptions, working from own initiative and/or following direction, policies, or procedures. Ability to identify customer needs and maintain and support a customer service philosophy. Ability to use analytical and decision-making skills to offer options and resolve problems in a variety of contexts.
- Manual dexterity needed to perform tasks as well as an ability to lift goods (up to 50 pounds) or materials with or without assistance per OSHA guidelines. Lifting, bending, stretching, climbing stairs, crawling are common activities associated with this position. Potential use of scaffolding and use of common tools (e.g., hammers, drills, saws).
- Use of eye and face protection devices such as masks and respirators common.
- Use of information technology may apply such as use of cell phones, email or labor reporting software.
- As our work takes us into the homes and businesses of others, successful passage of post-offer pre-employment and annual background checks as well as drug screening.



Acknowledgement:

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to change this job description at any time.

Reconstruction Field Estimator

Date

Human Resources

Date

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This job description in no way states or implies that the tasks and responsibilities identified herein are the only tasks and responsibilities that the employee occupying this position may be required to perform. Requirements stated herein are minimum levels of skill and or abilities to qualify for the position. This document does not in any way create an express or implied contract of employment, or change the nature of the chosen employee's at-will employment. Nothing in this job description restricts the company's right to assign or reassign duties and responsibilities to this job at any time. The company is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, color, religion, sex, national origin, age, ancestry, disability, pregnancy, marital status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. All employees and job applicants will be treated in all respects on the basis of their merit and qualifications.

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