

**Oklahoma Farm Bureau & Affiliated Companies
Job Description**

Job Title: Auto Physical Damage Appraiser (Territory Appraiser based in the Tulsa District)		Department: Claims	
Accountable to: Physical Damage Manager		Issued: 08/2018	Revised: 6/2020
Grade Level: 10	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

Primary Purpose: Appraises automobile or other vehicle damage to determine cost of repair for insurance claim settlement by performing the following duties. **Candidate will be required to live within the Tulsa Appraiser Territory, which contains the following counties - Tulsa, Washington, Nowata, Craig, Ottawa, Rogers, Mayes, Delaware, Wagoner, Cherokee, Adair, Muskogee & Sequoyah and be prepared to travel statewide, as required.**

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Write estimates for cost of labor and parts to repair or replace each item of damage on autos including but not limited to adjuster and OCR assignments and catastrophe drives.
2. Prepare necessary documentation if vehicle is determined to be a total loss vehicle.
3. Evaluate practicality of repair as opposed to payment of market value of vehicle before accident.
4. Prepare insurance forms and documents to indicate repair cost estimates and recommendations; return all completed/signed forms to adjuster.
5. Re-inspect required number of vehicles per month.
6. Review repair cost estimates with automobile repair shop to secure agreement on cost of repairs.
7. Arrange to have damage appraised by another appraiser to resolve disagreement with repair shop on repair cost.

Competencies - To perform the job successfully, an individual should demonstrate the following.

1. **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
2. **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
3. **Interpersonal Skills** - Maintains confidentiality; Keeps emotions under control.
4. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and obtains clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
5. **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Reads and interprets written information.
6. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability.
7. **Ethics** - Treats people with respect; Keep commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
8. **Organizational Support** - Follows policies and procedures; Supports organization's goals and values.

9. **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
10. **Planning/Organization** - Prioritizes and plans work activities; Uses time efficiently.
11. **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibility for own actions.
12. **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Monitors own work to ensure quality.
13. **Quantity** - Meets productivity standards; Completes work in timely manner; Works quickly
14. **Safety and Security** - Observes safety and security procedures.
15. **Adaptability** - Adapts to changes in the work environment, Deals with frequent changes, delays, or unexpected events.
16. **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
17. **Dependability** - Follows instructions, responds to management direction; Commits to long hours of work when necessary to reach goals.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

- High School Diploma or GED.
- Two - three-years' Automotive Collision Repair estimate writing experience preferred or related experience and/or training, or equivalent combination of education and experience.
- Employee is expected to participate in continuing education programs.

Skills and Knowledge

- **Language Skills**
 - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and repair procedure manuals.
 - Ability to write routine reports and correspondence.
 - Ability to speak effectively before groups including but not limited to customers or employees of this and other organizations.
- **Mathematical Skills**
 - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
 - Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability**
 - Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations.

- **Computer Skills**
 - To perform this job successfully, an individual should have knowledge of computers and computer systems.
- **Certificates, Licenses, Registrations**
 - Valid Oklahoma driver's license or obtainment of valid Oklahoma driver's license is required.
 - Satisfactory driving record is a condition of employment.
- **Other Skills and Abilities**
 - Must have investigative skills and a proven ability to work with people and solve problems.
 - Ability to manage stress due to high volumes of work, long hours, and dealing with discontented insureds and/or third parties.
 - Employee is expected to maintain regular attendance.
- **Other Qualifications**
 - Work unscheduled hours.
 - Possibility of extensive travel when there are catastrophic losses.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to drive for consecutive hours in a company provided vehicle; stand; walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear.
- The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl.
- The employee is occasionally required to taste or smell.
- The employee must regularly lift and/or move a minimum of 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This is not a remote position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving or mechanical parts; high, precarious places; lubricants, fuels, fumes, or airborne particles; extreme cold; extreme heat and risk of electrical shock.

The noise level in the work environment is usually moderate to high.