



## In-Shop Knowledge Assessor

### Job Description

**Reports To: Capacity Manager**  
**Department: Field Operations**  
**FLSA Status: Exempt**

**Date Created: 11/23/2016**  
**Job Status: Full Time**  
**Travel Required: 50 – 75%**

**Job Summary:** Field Instructor / Knowledge Assessor will generally work with Regional Managers, Scheduling Team and Capacity Manager to provide knowledge testing to collision industry repair shops. This position requires knowledge of I-CAR courses, delivery, and content. Work requires travel to local and distant collision repair shop locations. Generally build positive I-CAR image by interacting directly with shop managers and technicians. Assist in answering questions regarding I-CAR training. At times provide I-CAR courses to students. Coordinate with other Field Instructor / Assessor(s) to schedule assessment events and meet market demands.

**Primary Responsibilities include, but are not limited to, the following. Other duties may be assigned.**

- Field Instructor / Knowledge Assessor generally works with assigned collision repair shops to test technicians' knowledge as it relates to Pro-level one training requirements.
- Travel to assigned collision repair shops to administer live knowledge assessments to individual shop employees.
- Available for instructing I-CAR classes for which you are qualified, administering In-Shop Assessments weekdays, evenings, and weekends, and may be asked to travel outside of your local area.
- Inspect shop equipment and infrastructure for compliance to I-CAR shop certification programs.
- Responsible for completing all ISKA field documents as assigned. Return documents in a timely manner to I-CAR headquarters for internal processing.

#### **Field Instructor / Knowledge Assessor Expectations:**

- Dress business casual attire for all knowledge assessment events and classes. Wearing an I-CAR shirt is required.
- Cooperate with scheduling/dispatch co-workers professionally.
- Be punctual for assigned schedules with shops.
- Maintain neutrality; know and observe anti-trust regulations, confidentiality and conflict of interest policies and procedures.
- Constantly improve your interviewing and presentation skills to better deliver material, avoid distractions, and enhance each individual's knowledge assessment experience.
- Constantly improve your technical knowledge in all PDP roles. On-going training is expected.
- Represent, promote, and protect I-CAR brand.
- Follow I-CAR Code of Conduct guidelines as listed in Employee Handbook. Acceptable conduct is basically good conduct, good character, and good judgement, along with common sense.
- Identify opportunities to improve processes and participate in process improvement events and activities.

#### **Skills and Aptitudes:**

Word 2010, Excel 2010, Power Point, Netforum, WebEx, Internet software, e-mail, database software

**Experience and Education:**

High School or GED, Vocational certificate desired in collision repair and/or welding.  
Minimum of 5 years of collision repair experience and/or insurance physical damage claims.  
Have broad I-CAR training experience (instructor and student).

- Education includes ability to read and interpret documents, including technical data, safety rules, and procedure manuals.
- Preference will be given to individuals with hands-on, practical experience in assessment content areas.
- An I-CAR Field Instructor / Knowledge Assessor must enjoy teaching and testing knowledge on repair procedures and working with technicians in a classroom and interview environment. Self-confidence, good public speaking skills and a talent for making the subject interesting are essential. He or she must be patient, observant, and helpful with a wide range of student/technician abilities.
- In addition, they must be self-motivated and able to work with no direct supervision. They must be detail oriented for managing their own paperwork and processes.

**Job Conditions and Physical Demands:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a field environment. Computer operations (including email) and telephone, is approximately 50%. The noise level in the field environment is moderate to loud.
- The incumbent is required to regularly stand, walk, sit, handle and finger, reach outward, reach above shoulder, climb, crawl, squat or kneel and bend. The incumbent may be required to lift and/or carry up to 50 pounds. The incumbent is required to be able to hear and smell. The incumbent is required to see, with near, color, peripheral and depth perception vision.

Prepared by: David Robinette, National Field Support Manager Date: 11/23/2016

Updated: 5/10/18

*The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*