



## **CSN Western Canada Quality Control Analyst**

### **About CSN:**

CSN Collision Centres is a national, progressive and rapidly growing network of collision repair facilities, providing excellent Customer Service and collision repairs to Canadians since 2002. We are currently seeking an experienced Quality Control Analyst based in Western Canada.

This position will be responsible to ensure that the following areas of focus are planned, documented, implemented, executed and continually improved upon to ensure the continued success of CSN Collision Centres.

### **Job Description:**

The CSN Western Canada Quality Control Analyst is primarily responsible, but not limited to, the following areas:

- Shop Performance Measurement (Establishing current status, Performing Audits/Re-Inspections on work completed and work in progress)
- Value Added Network Training – one on one meetings to increase efficiencies of the CSN membership (Gathering of successful practices)
- Communication (sharing of best practices and documenting).
- Input in creating Standard Operating Procedures (SOP) regarding shop process and procedures
- Support of CSN Project Rollouts
- Warranty and Customer Issues, in person follow ups
- Supporting CSN Regional Managers and Executive Team on the technical aspects of the business and fostering insurance carrier relations
- Continuous Improvement Initiatives based on CSN and Insurance partners programs
- I-CAR training

### **Candidate Requirements:**

As the CSN Western Canada Quality Control Analyst the incumbent must have:

- Analytical ability
- Familiar with Audatex and Mitchell estimating systems
- Familiar with Alldata software
- Demonstrate logical and organized thinking
- Respectful negotiation ability
- Enjoy working with people
- Show patience and understanding to all parties
- Able to work in a technical environment
- Demonstrate leadership responsibilities
- Make decisions and effectively communicate the expected goals and results
- Ensure projects are well planned and executed



- Be a mediator and team player. Be willing to adjust to the needs of the situation
- Have understanding and evaluation skills of individual's needs, desires and capabilities
- Demonstrate self-confidence, self-motivation, integrity, and good work ethics
- Proficient in Microsoft Word, Excel and PowerPoint
- Preferably Red Seal and/or 310B Licensed

This position will involve working from both a home office and In-Field locations and will have the responsibility of working in all Western Canadian Provinces. The successful candidate must be able to work independently and in a team based environment. I-CAR training capabilities are an asset. We offer a comprehensive, company-paid health and dental benefits, a vacation plan, a healthy life/work balance, as well as a competitive compensation package.

Business travel requirements are roughly 35 -42 days of travel per year and may include all provinces in Canada as required. The opportunity to develop a leadership role within the network and industry will be an asset for future career opportunities within CSN Collision Centres.

Interested candidates should visit our website at [www.csninc.ca](http://www.csninc.ca) to gain more information about CSN Collision Centres and forward your cover letter and resume to Douglas White, Senior Quality Control Analyst, at [douglasw@csninc.ca](mailto:douglasw@csninc.ca) by **February 22, 2017**.

**While all applications are appreciated, only those candidates selected for interviews will be contacted.**