

Collision Estimator

Labour Market Outlook | 2018-2023 | NOC: 1312



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SECTION 1 | OCCUPATIONAL OUTLOOK

OCCUPATIONAL DESCRIPTION

The following Occupation Description and the accompanying report applies to **Collision Estimators**, who might otherwise be referred to as **Auto Body Estimator**.

Financial Tasks

- Collect historical cost data to estimate costs for current or future products.
- Consult with clients, vendors, personnel in other departments, to discuss and formulate estimates and resolve issues.
- Prepare estimates used by management for purposes such as planning, organizing, and scheduling work.
- Analyze documentation to prepare time, cost, materials, and labour estimates.
- Confer with stakeholders on changes and adjustments to cost estimates.

Technology Skills

- Accounting software
- Analytical software
- Data base user interface and query software
- Project management software

Knowledge

- Mathematics—Basic knowledge of mathematics
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Vehicle Repair — Knowledge of materials, methods, and the tools involved in the repair of vehicles.
- Computers and Electronics — Knowledge of electronic equipment, and computer hardware and software, including applications and programming.

Skills

- Mathematics — Using mathematics to solve problems.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Abilities

- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.
- Number Facility — The ability to add, subtract, multiply, or divide quickly and correctly.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Work Activities

- Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Analyzing Data or Information — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- Processing Information — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Estimating the Quantifiable Characteristics of Products, Events, or Information — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.

Detailed Work Activities

- Analyze business or financial data.
- Confer with personnel to coordinate business operations.
- Estimate costs of goods or services.
- Confer with others about financial matters.
- Assess the cost effectiveness of products, projects, or services.

Work Context

- Electronic Mail — 100% responded “Every day.”
- Telephone — 68% responded “Every day.”
- Indoors, Environmentally Controlled — 82% responded “Every day.”
- Face-to-Face Discussions — 59% responded “Every day.”
- Importance of Being Exact or Accurate — 64% responded “Extremely important.”

OCCUPATIONAL GROWTH

The growth rate for Collision Estimators is expected to be greatest in the Okanagan region with growth in the Mainland / Southwest British Columbia and decline on Vancouver Island and the Coast. This said, Southwest British Columbia is expected to create the greatest number of jobs due to the high concentration of workers currently employed in the region.

Over a ten-year period of time, it’s projected British Columbia will need an additional 1,130 workers in the category of ‘Insurance Adjusters and Claims Adjusters’. **Collision Estimators** represent approximately 38.9% of this category, meaning we can expect 440 new jobs for this occupation over 10 years.

Collision Estimator

As represented by ‘insurance adjusters and claims examiners’

| Region | Annual Growth | New Jobs 2017-2027 | 2017 Act. Total Workforce | 2018 Proj. Total Workforce | 2019 Proj. Total Workforce | 2020 Proj. Total Workforce | 2021 Proj. Total Workforce | 2022 Proj. Total Workforce |
|--------------------------|---------------|--------------------|---------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Mainland / Southwest | 0.4% | 990 | 2,840 | 2,930 | 3,020 | 3,110 | 3,200 | 3,290 |
| Vancouver Island / Coast | -1.4% | 80 | 462 | 454 | 446 | 438 | 430 | 422 |
| Thompson / Okanagan | 3.4% | 120 | 182 | 194 | 206 | 218 | 230 | 242 |
| Kootenay | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Cariboo | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |

FIVE-YEAR OCCUPATIONAL GROWTH PROJECTIONS

Over a five-year period of time, the vast majority of new jobs in British Columbia will occur on the Mainland / Southwest British Columbia, with 495 new projected jobs. This is followed by the Thompson Okanagan with 60 new jobs. There will be a decline on Vancouver Island and the Coast and there is no data available for the Cariboo or

Kootenay Regions. These projections just call for ‘new jobs’, an expansion in the workforce, and do not factor in jobs which become available due to retirements and other types of attrition. In this area, it is project nearly two existing jobs will become available for every new job created.

ESSENTIAL SKILLS

Employers place a strong emphasis on Essential Skills in the workplace. Essential skills are used in nearly every occupation, and are seen as 'building blocks' because people build on them to learn all other skills.

Each profile contains a list of example tasks that illustrate how each of the 9 Essential Skills is generally performed by

the majority of workers in an occupation. The estimated complexity levels for each task, between 1 (basic) and 5 (advanced), may vary based on the requirements of the workplace.

The following is a detailed description of the Essential Skills critical to **Collision Estimators**:

| Essential Skill: Reading | Skill Level |
|--|-------------|
| Read warnings, precautions and instructions on signs placed on buildings and equipment. | 1 |
| Read short messages from clients, colleagues, co-workers, and supervisors. For example, they read clients' and supervisors' notes on quotes and orders. They read e-mail such as co-workers' updates on projects and responses to queries. | 2 |
| Read safety precautions and hazard warnings on Workplace Hazardous Material Information System labels and on Material Safety Data Sheets. They need this information to ensure that they are using the correct protective equipment in the shop. | 2 |
| Read short reports. For example, they read general contractors' monthly project reports to stay current on projects, review activities and to determine if follow-up action is required. | 2 |
| Read descriptions and explanations on orders, specification lists and reports to understand the scope and financing of collision repairs. They also note special procedures, parts and challenges that may affect project costs. They must understand industry and legal terminology to accurately interpret the information. | 3 |
| Read contractors' quotes and proposals. They review the quotes to determine what work and parts are included and excluded. On large projects, they need to read and integrate information from many sources so the work and parts are listed without duplication. | 3 |
| Refer to government regulations and subsequent bulletins. | 3 |
| Review trade publications to stay current on new products, estimating techniques, trends in their industry and the automotive industry as a whole. For example, they read articles about new products and cost analysis research in trade magazines. They use their specialized expertise to evaluate the information for relevance and may incorporate the information into estimating or costing procedures. | 4 |

| Essential Skill: Document Use | Skill Level |
|--|-------------|
| Get specific pricing information from pricing tables, lists or databases. | 1 |
| Scan photographs and sketches of automotive damage to evaluate damage to estimate repair costs. | 2 |
| Scan tables in manuals to locate specifications. | 2 |
| Review and verify information from a variety of forms such as purchase orders and service requests. They review the forms to determine if additional details or follow-up actions are required, verify accuracy, and ensure overall consistency. | 2 |
| Complete estimating and administrative forms. For example, they enter values, prices, quantities, dimensions and brief descriptions and explanations onto job quotes, and insurance forms. They summarize information from tracking documents to complete these forms. | 3 |
| Complete tracking and quality control forms. For example, they enter scheduling, budget and operational data onto tracking forms. They summarize information from the tables, lists and textboxes of the document, as well as other forms such as financial and work progress reports to complete their entries. They provide dates, times, locations and work details for daily and weekly schedules, and to date work summaries and associated costs for ongoing project status. | 3 |

| Essential Skill: Writing | Skill Level |
|--|-------------|
| Write notes and short memos to remind themselves, co-workers, supervisors or clients about tasks, confirm requests and to respond to questions. For example, they write brief notes and comments on specification sheets and drawings to indicate changes, record questions or highlight specific points for quote analyses. | 1 |
| Write short memos and e-mail to co-workers, supervisors, contractors and clients. For example, they write estimation instructions to junior estimators. They give advice and share technical information with colleagues, clients and co-workers. They request approval on discounted quotes from supervisors. They write e-mail to clients to request changes to project timelines. | 2 |
| Write detailed letters to supervisors, contractors and clients. For example, they outline deliverables and work completion directives in letters of understanding provided to repair staff. They may have to explain and justify changes to the original bids or project specifications. | 2 |
| Write technical instructions and explanations for co-workers and repair staff. | 3 |

| Essential Skill: Numeracy | Skill Level |
|--|-------------|
| Prepare invoices for completed jobs. They calculate labour and equipment costs at hourly rates and add parts costs. They apply price mark-ups, appropriate taxes and total the amounts. | 3 |
| Schedule payments and orders so that cash flows provide maximum benefits to their companies. For example, they order supplies near the end of the month to reduce billing periods and receive discounts for paying within fifteen days of receipt. | 3 |
| Perform cost-benefit analyses for equipment and materials. | 3 |
| Determine and monitor budgets for concurrent projects. They consider labour, material, equipment, repair staff and auxiliary equipment costs using established costing rates and profit mark-ups. They monitor expenses to ensure projects are within budget, and adjust schedules and budget lines to accommodate unexpected delays and costs. In addition, they may prepare financial summaries to monitor profits and losses. | 4 |
| Take measurements to verify necessary parts. | 1 |
| Average labour and product costs to guide future estimates. | 2 |
| Analyze monthly data on labour and material performance to identify problem areas and depict trends over time in quality, defects or efficiency. They analyze repair costs such as labour costs versus budgeted costs and equipment downtimes to determine if there are areas in which they can improve efficiencies. | 3 |
| Estimate the time needed to complete autobody repairs. They consider factors such as the complexity and size of the projects, equipment and parts needed and special requirement for particular types of jobs. | 2 |
| Estimate profits. They consider factors such as potential variations in cost and charge rates, potential project delays and possible cost overruns. Most factors are known but fluctuations can occur within plus or minus two percent. | 3 |

| Essential Skill: Oral Communications | Skill Level |
|--|-------------|
| Interact with co-workers and staff to share routine information, to provide direction and to coordinate work. | 1 |
| Talk with clients, co-workers and suppliers for the purpose of exchanging information about construction progress, upcoming projects and to confirm availability and repair timelines. | 2 |
| Speak regularly with clients, government officials, staff and contractors to provide and receive technical information, and respond to questions. | 2 |
| Negotiate the terms of agreements with contractors and suppliers. | 3 |
| Participate in weekly project meetings with staff to discuss topics such as productivity, project updates, scheduling, employee health and safety. At these meetings, they may present progress reports, make recommendations on production and procedures and assign tasks to staff. | 3 |
| Instruct junior estimators on estimating procedures such as completing difficult and complex sections of repair costing analyses. They must communicate clearly to ensure there is a clear understanding of the processes. Miscommunications can lead to costly errors and additional training time. | 3 |
| Interact with clients to discuss and resolve miscommunications. Clear and diplomatic communication is critical to reaching positive outcomes for the client and the company. | 3 |
| The ability to organize, interpret and present ideas and to answer questions is important to securing work. | 3 |

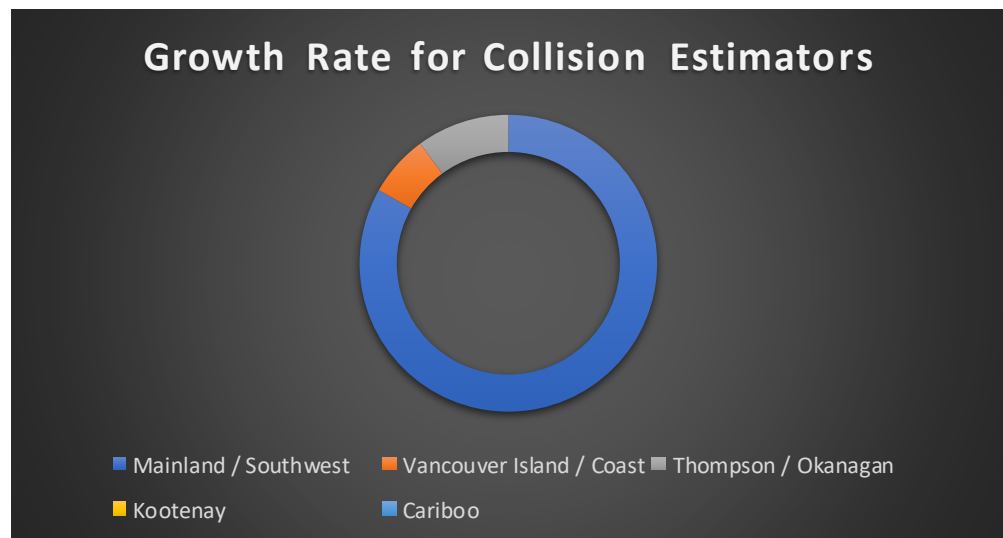
| Essential Skill: Thinking | Skill Level |
|--|-------------|
| Face clients who are upset because of inconveniences. | 1 |
| Face vehicle owners exerting pressure to resume work before necessary parts are secured. They emphasize the legal and cost implications of proceeding prematurely. | 3 |
| May experience increases in service calls. They investigate the calls to determine causal factors such as equipment or components breakage, worker carelessness and faulty equipment. They make recommendations for corrective action such as replacing components, changing component brands and providing training to servicing staff. | 3 |
| Evaluate the feasibility of completing projects within clients' proposed budgets and timeframes. They consider timelines, season, equipment and human resources availability, complexity of project, including unknown factors. | 2 |
| Regularly evaluate the quality of parts and equipment by studying specifications, speaking with colleagues about their experiences, reading user reviews on supplier websites, and monitoring malfunctions and breakages. | 2 |
| Evaluate the quality of quotes using standard procedures. For example, they review costing procedures used and compare prices and work details with specifications to ensure accuracy and overall consistency. In addition, they use their knowledge and expertise to interpret and assess more subtle information not implicit in the bid and make suggestions or modifications that will enhance the quality of the quote. | 3 |

| Essential Skill: Digital Technology | Skill Level |
|--|-------------|
| Use specialized software to create quotes. | 2 |
| Use the Internet. For example, they complete searches for technical information such as information relating to a specific construction procedure. They access and download information to send quotes. | 2 |
| Use word processing. For example, they write and format letters, memos and reports. | 3 |
| Use databases. For example, they use software to enter and obtain detailed information for quotes and to update databases. They use advanced features to set queries to input and access information and to enter commands to update data. | 3 |
| Use spreadsheets. For example, they use software such as Excel to generate cash flow, resource and labour tables and graphs. They use formatting features to embed formulae to links columns, rows, cells and pages. | 3 |
| Use bookkeeping, billing and accounting software. For example, they prepare detailed summaries of project costs by creating cells to input data and embed calculation formulae into the cells. | 3 |
| Use computer-assisted design, manufacturing and machining. | 3 |
| Use communication software. For example, they use Outlook Express to receive and send e-mail and attachments. They also use Outlook features such as address books and group listings, calendars and reminder alarms. | 3 |

RETIREMENTS VS. NATURAL OCCUPATION GROWTH

Over the next ten years, it is projected that 8.9% of the new jobs will occur as the total number of **Collision Estimators** grows, with 91.1% of the jobs becoming available as workers retire.

| Region | Retirements | Growth | Total |
|--------------------------|-------------|--------|-------|
| Mainland / Southwest | 900 | 90 | 990 |
| Vancouver Island / Coast | 88 | -8 | 80 |
| Thompson / Okanagan | 109 | 11 | 512 |
| Kootenay | n/a | n/a | n/a |
| Cariboo | n/a | n/a | n/a |



DEMOGRAPHICS

Age Distribution

The age distribution of **Collision Estimators** leaves only 4% of workers in this profession under the age of 25 or over the age of 64. The majority are 25-44 or 45-64; with nearly half of workers in the latter group.

| Age Distribution | |
|------------------|-----|
| Age 15-24 | 2% |
| Age 25-44 | 45% |
| Age 45-64 | 51% |
| Age 65+ | 2% |

Gender

Women slightly outnumber men in this profession. At 59%, there are nearly three women working in this occupation for every two men employed.

| Gender | |
|--------|-----|
| Male | 41% |
| Female | 59% |

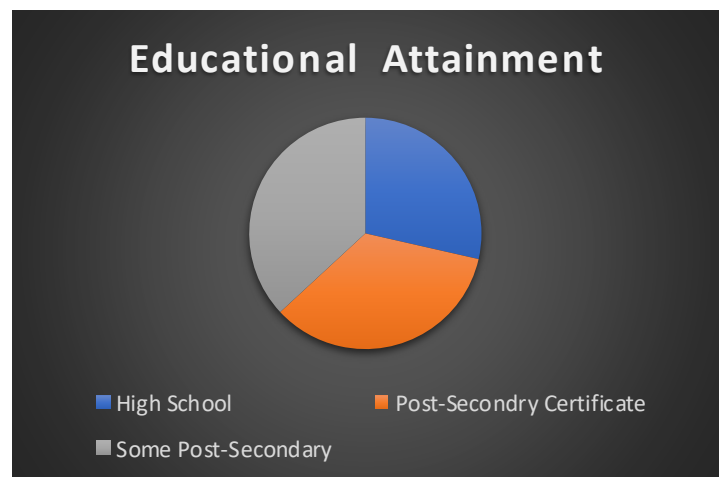
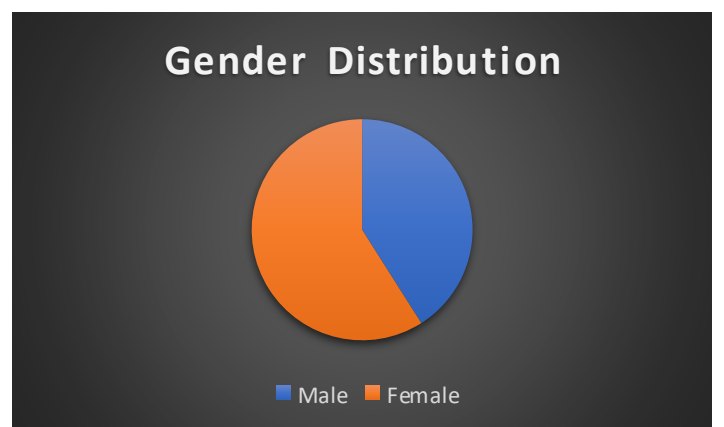
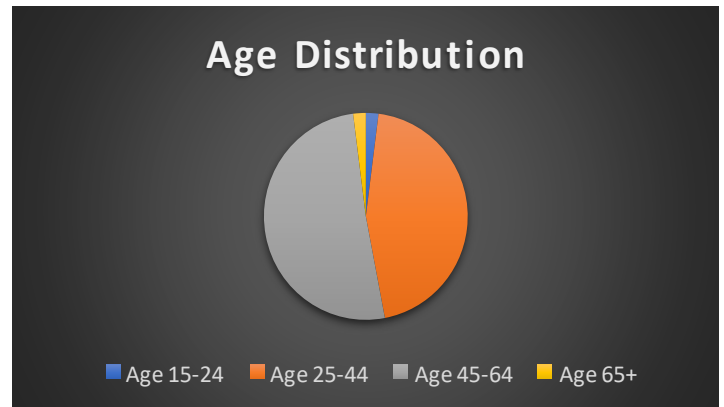
Education

Nearly two-thirds of **Collision Estimators** have some level of post-secondary instruction.

| Educational Attainment | |
|-----------------------------------|-----|
| High School Diploma or Equivalent | 24% |
| Post-Secondary Instruction | 29% |
| Some Post-Secondary | 31% |

SALARY DATA

- **Service Canada:** Salaries for **Collision Estimators** range from a low of \$14.00 per hour to a high \$48.00 per hour; with mid-range salaries typically averaging: \$31.00 per hour. The highest wages in Canada for this profession are in British Columbia where high-wages typically range as high as \$48.00 per hour. The lowest wages in this occupation was also in British Columbia where low-wages typically average \$14.00 per hour.
- **Payscale:** The average pay for an **Collision Estimators** is \$41,571 per year. People in this job generally don't have more than 20 years' experience. For the first five to ten years in this position, salary increases modestly, but any additional experience does not have a big effect on pay.
- **BC Stats:** The Provincial Median salary for **Collision Estimators** is \$72,224 per year. The low-wage average is \$19.23 per hour, the mid-wage average is \$34.63 per hour and the average high way is \$47.80 per hour.



SECTION 2 | PERSONAL SUITABILITY

PERSONALITY AND TEMPERAMENT DATA

A common Myers-Briggs temperament type associated with **Collision Estimators** is ESTJ; often referred to as *'Implementer Supervisors'*. While there can be great variation between a person's personality and a career they are suitable for, this type would suggest that Collision Estimators would tend to be more:

| | | |
|--------------------|------|-------------------|
| (E)xtravert | over | Introvert |
| (S)ensory | over | Intuitive |
| (T)hinker | over | Feeler |
| (J)udgement | over | Perceptive |

ESTJs are described as practical, realistic, matter-of-fact. Decisive, quickly move to implement decisions. Organize projects and people to get things done, focus on getting results in the most efficient way possible. Take care of routine details. Have a clear set of logical standards, systematically follow them and want others to also. Forceful in implementing their plans.

HOLLAND INTEREST CODE: C.E.

Holland Codes and the abbreviation RIASEC refer to John Holland's six personality types: **Realistic**, **Investigative**, **Artistic**, **Social**, **Enterprising** and **Conventional**. Career Key organizes and scientifically classifies careers, college majors, career clusters, and career pathways by these personality types. **Collision Estimators'** interests are catalogued as:

- **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
- **Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

WORK STYLES: COLLISION ESTIMATOR

- **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks.
- **Analytical Thinking** — Job requires analyzing information and using logic to address work-related issues and problems.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Persistence** — Job requires persistence in the face of obstacles.

WORK VALUES: COLLISION ESTIMATOR

- **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
- **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

SECTION 3 | INDUSTRY DATA

INDUSTRY INTRODUCTION

The 'Other Services industry' is made up of service-providing businesses that are not classified in any other industry. Types of services performed by businesses in this industry include the repair and maintenance of automobiles, electronic and other machinery and equipment, and other goods.

INDUSTRY OUTLOOK

Employment in B.C.'s Other Services Industry is expected to reach about 190,440 during 2017. This would be a net gain of about 10,840 new jobs since 2012. This represents an increase of 7.7 percent during the five-year period, which is somewhat higher than B.C.'s projected average growth in

employment (6.4 percent).

In 2017, it is predicted that the Other Services Industry will generate 7.7 percent of the province's employment, down marginally from its share in 2012, which was 7.8 percent.

- 10 year total demand increase (2015-2025) 8,500
- Forecasted average annual demand growth (2015-2025) 1.3 %

REGIONAL DATA

The vast majority of workers in this sector are located in the Mainland / Southwest, where 60.7% of workers are located, followed by concentrations of 15.6% on Vancouver Island / Coast and 12.0% in the Thompson / Okanagan.

Automotive Repair Service Sector

As represented by the 'other services industry'

| Region | % Other Services Sector | % Employment All Industries |
|--------------------------|-------------------------|-----------------------------|
| Mainland / Southwest | 60.7% | 63.7% |
| Vancouver Island / Coast | 15.6% | 15.5% |
| Thompson / Okanagan | 12.0% | 10.0% |
| Kootenay | 3.0% | 3.0% |
| Cariboo | 4.0% | 3.4% |
| North Coast & Nechako | 1.6% | 1.8% |
| Northeast | 2.9% | 1.7% |

NATIONAL COMPARISONS

The Automotive Repair and Maintenance Sector, NAICS Code 8111, is comprised of 43,658 enterprises across Canada with 5,465 of those enterprises in British Columbia. It is primarily comprised of small businesses with 99.9% of enterprises employing 0-99 businesses. In British Columbia, only 55.8% of businesses even have employees.

| Province | Employers | Non-Employers | Total Estab. | % of Canada |
|-----------------------|---------------|---------------|---------------|---------------|
| Ontario | 8,361 | 7,781 | 16,142 | 37.0% |
| Quebec | 5,499 | 5,412 | 10,911 | 25.0% |
| British Columbia | 3,048 | 2,417 | 5,465 | 12.5% |
| Alberta | 2,896 | 2,341 | 5,237 | 12.0% |
| Manitoba | 801 | 795 | 1,596 | 3.7% |
| Saskatchewan | 766 | 791 | 1,557 | 3.6% |
| New Brunswick | 580 | 453 | 1,033 | 2.4% |
| Nova Scotia | 552 | 453 | 1,005 | 2.3% |
| Newf'dl & Labrador | 294 | 133 | 427 | 1.0% |
| Prince Edward Island | 114 | 99 | 213 | 0.5% |
| Yukon | 19 | 26 | 45 | 0.1% |
| Northwest Territories | 13 | 9 | 22 | 0.0% |
| Nunavut | 3 | 2 | 5 | 0.0% |
| Canada | 22,946 | 20,712 | 43,658 | 100.0% |

SECTION 4 | EXTERNAL IMPACTS

ROLE OF AUTOMATION

According to the 2016 report, *'The Talented Mr. Robot: The impact of automation on Canada's workforce'*, nearly 42% of the Canadian labour force is at a high risk of being affected by automation in the next decade or two. Individuals in these occupations earn less and are less educated than the rest of the Canadian labour force. While the literature suggests that these occupations may not necessarily be lost, we also discovered that major job restructuring will likely occur as a result of new technology. Using a different methodology, the report found that nearly 42% of the tasks that Canadians are currently paid to do can be automated using existing technology.

Technology is also impacting Collision Estimators (research at McKinsey & Company). Many of their routine tasks can be automated. Estimators will continue to prosper by embracing technology, educational upgrading and utilizing this technology to enhance their workplace-based skills.

POPULATION DEMOGRAPHICS

The 2016 Census from Statistics Canada, released in mid-2017, shows the largest increase in the share of seniors since the first census after Confederation. The proportion of those aged 65 and older climbed to 16.9% of Canada's population, exceeding the share of those under 15 years old at 16.6%.

Meanwhile, the portion of the working-age population – those between the ages of 15 and 64 – declined to 66.5% from 68.5% in the 2011 census.

It is becoming increasingly more difficult for employers to secure and retain the workers they wish to recruit. According to WorkBC, the need to replace retiring workers is expected to drive over two-thirds of projected job openings to 2025 for every occupational group.

INDUSTRY TRENDS

About half of total projected job openings over the outlook period are expected to be in three major occupational groups:

- *Sales and Service Occupations*
- *Business, Finance and Administration Occupations*
- *Management Occupations*

Sales and Service occupations, particularly in retail trade,

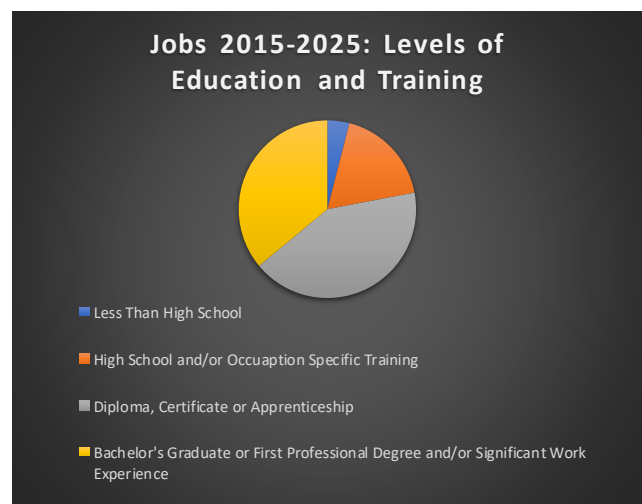
offer significant opportunities for people to enter the labour force and develop skills and competencies. About 30% require advanced education or work experience. Business, Finance, Administration and Management occupations offer a wide range of opportunities, playing crucial roles in the functioning and competitiveness of virtually every organization in BC.

Significant demand is also expected in trades, transportation and related occupations – about 123,000 job openings representing 13% of total job openings over the 10-year outlook period.

EDUCATION AND TRAINING TRENDS

By the year 2025, it's projected that 899,800 new jobs will be created in British Columbia due to economic expansion and attrition. More than three quarters of the openings will require some postsecondary education and training.

The largest share, 42%, will likely be in occupations requiring diploma, certificate or apprenticeship training (National Occupational Classification Skill Level B). The second largest share, 36%, will be in occupations that require a bachelor's, graduate or first professional degree and/or significant work experience. Management occupations are included in this group (Skill Levels A and O). Combining these two groups shows that 78% of future job openings will require post-secondary education.



SECTION 5 | JOB POSTING ANALYSIS

SUMMARY OF BRITISH COLUMBIA JOB POSTINGS

In preparing this report, we examined 74 job postings for **Collision Estimators**. The following is a list of the most common attributes expected by employers divided into the following categories: **1. Technical Skills**, **2. Organizational Skills**, and **3. Interpersonal Skills**.

Technical Skills

- Experience in Mitchell and Audatex Estimating is a must
- Proficiency in Microsoft Office
- Estimating collision damages for all insurance companies and private persons, large supplement submission with back up photo-documentation, parts identification and research, performing quality control checks, interacting with customers, vendors, insurance companies and business partners, working and communicating with production, parts and administrative staff
- Technical experience and a solid understanding of the collision repair process
- Must have working knowledge of Insurance 'DRP' Practices
- Must enjoy working with people, working around cars and trucks, and working with computer software programs
- Valid driver's license
- Responsible for writing estimates
- Monitor paint and materials usage and inventory
- Strong knowledge of mechanic/body repair
- Analyze Collision repair damage
- Complete and submit repair estimates and supplements to insurance companies in accordance to Insurance Criteria
- Community College or Technical School Diploma education an asset
- In-depth knowledge of ICBC's web services
- Established network of ICBC technical and compliance contacts

Organizational Skills

- Detail oriented, self-motivated individual, with the ability to multi-task
- The ability to prioritize a large work load and manage time efficiently
- Strong work ethic and time management skills
- A dedication to providing exceptional service to

our clients

- I-CAR training would be considered an asset
- Meet monthly Sales and Profit forecasts
- Supervise team of employees (body techs, painter)
- Oversee dismantling of vehicles and repair planning with Technicians
- Ensure quality assurance and monitor repairs
- Actively participate in maintaining the overall facility, health and safety standards and best business practices
- Manage equipment inventory, maintenance, inspections and repairs
- Proactively seek out industry updates, product knowledge and systems knowledge
- Must possess a current repertoire of technical language and estimating trends
- Fluency in reading, writing and speaking English
- Conduct research through a variety of resources
- Thorough knowledge of estimating, invoicing and office paper flow

Interpersonal Skills

- Deal with assignments and "walk-in" customers, providing exceptional customer service and repair advice
- Manage collision related phone calls from customers, insurance companies, off-site estimators and Group Dealerships
- Communicate with customers, insurance appraisers, and adjusters as required
- Assisting and educating our customers in making decisions that are in their best interest, with regard to their vehicle repairs
- Looking for a Team Player and someone that works well with others, and has good customer relation skills
- Good communication skills are essential and must have self-confidence
- Excellent communication skills (both oral and written)
- Positive attitude and enthusiasm
- An ability to create and maintain good working relationships with our insurance partners, vendors and business partners
- Coordinate communications and services with ICBC
- Provide peer training for areas of expertise, systems and relevant software

REQUIRED EDUCATION AND TRAINING

According to WorkBC, there are no standard education requirements for **Collision Estimators**, however, employers may prefer to hire those with post-secondary instruction and experience in the sector (*particularly in administration or office software applications*). According to industry data, approximately 60% of Collision Estimators have some sort of post-secondary instruction.

Other requirements may include:

- *completion of secondary school is required*
- *a bachelor's degree, college diploma or some post-secondary education or several years of experience as a clerk in the claims department or other general insurance-related experience are required*

- *several years of on-the-job training and completion of courses and training programs are required*

EXPERIENCE EXPECTATIONS

Of the job postings we examined, approximately one-third did not specify required experience. Of the remaining two-thirds, most specified the need for one to three years of experience.

NATIONAL COMPARISONS

Collision Estimators — Job Postings and Salary Averages

As represented by the 'Insurance Adjusters and Claims Examiners'

| Jurisdiction | Job Postings | Low Wage | Med. Wage | High Wage |
|---------------------------|--------------|----------|-----------|-----------|
| Alberta | 5 | \$ 19.69 | \$ 31.91 | \$ 41.83 |
| British Columbia | 7 | \$ 14.00 | \$ 31.00 | \$ 48.00 |
| Manitoba | 3 | \$ 16.60 | \$ 23.08 | \$ 33.08 |
| New Brunswick | 1 | \$ 14.11 | \$ 21.00 | \$ 32.00 |
| Newfoundland and Labrador | 0 | \$ 15.38 | \$ 21.69 | \$ 36.06 |
| Northwest Territories | 0 | N/A | N/A | N/A |
| Nova Scotia | 2 | \$ 17.79 | \$ 26.04 | \$ 38.97 |
| Nunavut | 0 | N/A | N/A | N/A |
| Ontario | 29 | \$ 18.80 | \$ 27.40 | \$ 45.60 |
| Prince Edward Island | 0 | \$ 15.00 | \$ 21.00 | \$ 33.00 |
| Québec | 25 | \$ 19.45 | \$ 26.00 | \$ 35.00 |
| Saskatchewan | 2 | \$ 17.33 | \$ 27.95 | \$ 39.52 |
| Yukon | 0 | N/A | N/A | N/A |

SECTION 6 | ACKNOWLEDGEMENTS

In preparing this report, we gathered labour market information, data and analysis from the following resources:

| Resource | Link |
|--|--|
| Automotive Retailers Association | www.ara.bc.ca |
| Average Wages (Statistics Canada) | www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm |
| BC Stats | www2.gov.bc.ca/gov/content/data/about-data-management/bc-stats |
| Brookefield Institute | http://brookfieldinstitute.ca/wp-content/uploads/2016/06/TalentedMrRobot.pdf |
| British Columbia 2025: Labour Market Outlook | www.workbc.ca/getmedia/00de3b15-0551-4f70-9e6b-23ffb6c9cb86/LabourMarketOutlook.aspx |
| Canadian Industry Statistics | www.ic.gc.ca/app/scr/app/cis/search-recherche |
| Career Key | www.careerkey.org |
| Employment by Major Industry Group (Statistics Canada) | www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr67g-eng.htm |
| Glass Door | www.glassdoor.ca |
| Government of Canada Job Bank | www.jobbank.gc.ca |
| Hays Recruiting Salary and Industry Data | www.hays.ca/salaryguide/ |
| Indeed | www.indeed.ca |
| Industry Training Authority | www.itabc.ca |
| Job Market Trends and News | www.jobbank.gc.ca/LMI_bulletin.do?AREA=&INDUSTRYCD=&EVENTCD= |
| LinkedIn Salary | www.linkedin.com/salary/ |
| Myers-Briggs Foundation | www.myersbriggs.org |
| North American Industry Classification System (NAICS) Canada | www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=118464 |
| O*Net OnLine | www.onetonline.org |
| Salaries and Wages - Canadian Industry Statistics | www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labor93a-eng.htm |
| Simply Hired | www.simplyhired.ca |
| Statistics Canada | www.statcan.gc.ca/eng/start |
| Trades Training BC | www.tradestrainingbc.ca |
| WorkBC Occupation Data | www.workbc.ca/Jobs-Careers/Explore-Careers.aspx |
| WorkBC Industry Data | www.workbc.ca/Labour-Market-Industry/Industry-Profiles.aspx |
| Wow Jobs | www.wowjobs.ca |

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