



Desk Estimator Position Description

Job Title:	Desk Estimator	Status:	Exempt
Department/Group:	Operations	Travel Required:	Some
Position Reports to:	Project Director	Position Type:	Full-Time
Salaried / Hourly:	Salaried		
Reporting Positions:			

Approved By:		Date:	
Updated By:		Date:	

Position Summary / Purpose

Execute the timely, accurate, and profitable estimation of restoring property losses. This position primarily involves working from a desk, analyzing project details, and communicating with field personnel and insurance providers to ensure accurate and comprehensive estimates for mitigations, contents, mold, and restoration jobs.

Principle Duties and Responsibilities

- Project evaluation with use of scope documentation.
- Collaborate with field personnel and other relevant parties to gather information on the extent of the damage and the required restoration activities.
- Utilize estimate review systems to ensure that all estimates comply with company policies, are accurate and consistent and maintain industry standards.
- Provide detailed breakdowns of estimated costs to facilitate transparency and understanding.
- Create accurate and profitable job estimates within the company standard timelines.
- Ensure that all estimates comply with company policies and industry standards.
- Utilize estimate review systems to ensure accuracy and consistency.
- Communicate with insurance adjusters to obtain claim details and estimate approval.
- Develop list of materials and equipment needed for projects.
- Upload all necessary documents to the job file management system.
- Obtain bids from subcontractors when applicable.
- Build and maintain relationships with claims adjusters and agents.
- Identify opportunities for process improvement and contribute to the development of more efficient estimating procedures.



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Additional Duties and Responsibilities

- Occasionally perform a jobsite visit to meet with adjusters.
- Assist field personnel with estimating and processing supplements with the carriers.
- Attend departmental and company meetings as required.
- Inform immediate supervisor of any observed inaccuracies or omissions in quoted items or computer database.
- Perform necessary job functions outside of normal business hours when applicable.
- Perform as an “on-call” administrator when scheduled to do so.
- Maintain OSHA safety standards with all personnel and in area of responsibility.

Performance Competencies

- Customer Service–The individual responds promptly to customer’s needs, effectively explains processes and equipment that will be used, solicits customer feedback to improve service, gains customer approval through signed Work Authorization, and maintains confidentiality.
- Oral Communication–The individual speaks clearly and persuasively in positive or negative situations.
- Written Communication–The individual edits work for spelling and grammar and can read and interpret written information.
- Planning and Organizing–The individual must prioritize tasks and meets deadlines during all necessary hours.
- Quality–The individual demonstrates accuracy and thoroughness and monitors his / her own work to ensure quality.
- Adaptability–The individual adapts to changes in the work environment, manages competing demands, and can deal with frequent changes, delays, or unexpected events.
- Dependability–The individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Safety and Security–The individual observes safety and security procedures and uses equipment and materials properly.
- Technology–The individual uses typical communication devices to effectively speed communication and appropriately utilizes company-approved estimating, customer contact management, standard word processing, and spreadsheet software tools to enhance efficiency and accuracy of work performed.

Qualifications-Knowledge, Skills, and Abilities

- **Education and Experience**
High school diploma (or GED) or one (1) to twelve (12) months of related experience and / or training or equivalent combination of education and experience.
- **Language Skills**



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Read and comprehend simple instructions, short correspondence, and memos. Write simple correspondence. Effectively present information in one-on-one and small group situations to customers, clients, and other employees.

- **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 percentages, and draw and interpret property sketches and graphs.
- **Reasoning Ability**
Ability to apply common sense understanding and to carry out detailed written or oral instructions. Deal with problems involving multiple concrete variables in standardized situations.
- **Computer Skills**
Intermediate capability in using word processing software, spreadsheet software, email systems, and the internet.
- **Certificates, Licenses, and Registrations**
None required for this position.

Progressive Job Training Requirements

- Minimum of 1 year as a PM at McMahon Services or 3 years in a previous PM position.
- Introduction to Xactimate training
- Understanding of Trade margins and budgeting-Target %'s on different revenue sources of the business.
- Training of Job management software.
- Training on Matterport 3d scans.
- Site Visits with an Estimator to sketch, scope and discuss a loss (as frequent as scheduling allows)
- Negotiation class with 3rd party.
- Estimating class with 3rd party.
- Understanding insurance policies and coverages
- Understanding water mitigation, pass the WRT IICRC class.
- Understanding Fire repairs, Pass the FST IICRC class.
- Understanding common construction trades and timelines

Work Items and Company Equipment Provided

- Laptop computer and necessary accessories
- 1-2 additional computer monitors
- Company cell phone
- iPad and accessories
- Any necessary uniform per role requirements



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Physical Demands

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation 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 sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently to stand and walk. The employee must regularly lift and / or move up to 10 pounds and frequently lift and / or move up to 25 pounds.

Working Conditions

- Estimator's work is initiated by a site assessment of the damaged property. Employee will encounter facilities where standing water and sewage are present, heat is unavailable due to lack of utilities, fire damage has occurred, and mold or other organic growth exists.
- Noise level in the work environment is usually quiet

EMPLOYEE POSITION ACKNOWLEDGMENT

I have read and understand the duties and responsibilities of my position as Desk Estimator.

I have been provided with a copy of the company's Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and perform additional job-related duties as requested by my supervisor.

SIGNATURES OF ACCEPTANCE

Signing on behalf of this position and agreeing to accept all its accountabilities is:

_____ Date: _____

Signing on behalf of the Manager's position and agreeing to accept all its accountabilities is:

_____ Date: _____

This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.