

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 8925200**

**Body Repair Inspector, Grade 16**

Brief Description of Class

Body Repair Inspectors investigate consumer complaints involving body repair and other automotive services regulated by the New York State Vehicle and Traffic Law and the Motor Vehicle Commissioner's Rules and Regulations. Incumbents conduct field investigations and audits of automotive facilities, including inspection stations, repair shops, dealers, transporters, dismantlers, salvage pools, itinerant vehicle collectors, mobile car crushers, scrap processors and vehicle rebuilders to ensure compliance with applicable laws, rules and regulations. These positions are found only in the Department of Motor Vehicles.

Distinguishing Characteristics

*Body Repair Inspector:* full performance level; reporting to a Senior Automotive Facilities Inspector, conducts investigations to review and resolve consumer complaints involving body repair and other automotive services; inspects body repair shops and other facilities for compliance with applicable laws, rules and regulations.

Related Classes

Automotive Facilities Inspectors investigate and seek resolution of consumer complaints involving automotive services and periodically inspect service providers for licensure compliance.

Motor Vehicle Inspectors examine buses and other motor vehicles that transport passengers to determine operating conditions and ensure the safety of school children and the traveling public.

Illustrative Tasks

Investigates consumer complaints involving non-quality repair work, improper inspections, unauthorized work, fraudulent repair, inadequate working condition of

vehicles at time of sale, overcharging, improper diagnosis and other deceptive practices.

Interviews consumers, facility owners and other parties to determine the validity of complaints or violations.

Gathers, labels, and prepares case evidence, and recommends and conducts concealed identity investigations when appropriate.

Drafts narrative case reports that summarize the findings and recommendations for all investigations.

Examines vehicles, vehicle components, and documents, and appraises and evaluates completed repair work to determine if quality work has been performed and meets acceptable standards.

Writes physical damage reports and analyzes and deciphers insurance company vehicle damage estimates.

Appraises financial losses of consumers and recommends restitution amounts.

Resolves questions regarding dealer responsibilities in registering and retitling rebuilt or impounded vehicles.

Determines if service providers follow proper repair procedures involving computerized or electronic diagnostic equipment.

Investigates customer appeals of emission inspection waiver denials due to unsatisfactory repair work, and resolve disputes

Serves suspension and revocation orders issued against automotive facilities.

Provides technical advice and training to Department of Motor Vehicles personnel as required.

Conducts vehicle inspection certification classes for individuals wishing to become certified by the Department.

Serves as liaison to various industry, consumer and public interest groups, and addresses various groups regarding vehicle safety programs.

May conduct inspections of automotive facilities applying for various licenses.

May develop and prepare case exhibits for the hearing, serve civil penalty orders and testify as an expert witness in civil court.

## Minimum Qualifications

### *Body Repair Inspector*

Open Competitive: five years of experience in automotive body repair, gained within the last ten years, or three years of experience in automotive body repair and successful completion of a two-year traineeship.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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