



C.A.R. Consulting Group  
Global Marine and Automotive Consultants and Surveyors

# JOB & TASKS DESCRIPTION

## HEAD CONSULTANT (REPORTING MANAGER)

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*Follow company's values & behaviours*

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- Invoicing:
  - Prior to invoicing, make sure that the invoices correspond to actual reports shared in CARLOGICS (or other means) with each customer;
  - Create the invoices based on the information provided by the Head Consultant;
- Make sure all reporting is created in time:
  - Assign a Consultant per Customer and per Location;
  - Make sure the Principal Surveyors, Operation Managers, Key Account Managers and Claims Department are aware of this assignment;
  - Inform the Principal Surveyors, Operation Managers, Key Account Managers and Claims Department in case there's a change of Consultant;
  - Make sure there is a "backup" Consultant per Customer and per Location;
  - Take the backup Consultant role in case no other Consultant can create the report;
- Support Consultants to obtain necessary information (e.g. chassis list, inspection data, photos, Customer details):
  - On time;
  - In the proper format;
- Make sure all Consultants are properly trained in making reports and in identifying reporting inaccuracies:
  - Introduce the structure of CARLOGICS;
  - Experienced consultant tasked to train less experienced;
  - Analyze once a week a report with each consultant.
- Verify (check and make sure are corrected) before invoicing, once per month, with each Consultant, all overviews per port, per Customer and per service;



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- Check every 3 months delays between inspection date and report creation date and publish date. Check for reasons of delay. Report to Key Account/General Manager the identified delays;
- Make sure all Consultants are properly trained in OEM inspection standards to identify inaccuracies:
  - Organize every 2 weeks one hour training session on a specific OEM standard;
  - Organize every 2 weeks one hour on field training session on a specific OEM standard:
    - Make sure each Consultant actually makes a survey according to standard;
    - Make sure each Consultant uses CARPOD for his/her survey;
    - Make sure each Consultants fills a corresponding VLDR if applicable;
- Manage the inaccuracies:
  - Create a weekly rotating schedule per port to focus on the inaccuracies;
  - Establish communication with Principal Surveyor and Consultant to correct **Reporting inaccuracies**;
  - Establish communication with Key Account Manager and Principal Surveyor to correct **Classification inaccuracies**.