



CAREER OPPORTUNITY GUIDE



Pacific BMW was founded in 1982 by David and Martha Ho in Glendale, CA. After many years of struggling to find a good quality body shop to service the dealership's BMW client base, they embarked on the journey of opening their own body shop in 2014. After renovation of our current building, we opened our new collision center in early 2016. Under our current leadership of Andrew Batenhorst, our collision center has grown into a BMW of North America Certified Collision Center. We have consistently ranked in the top 3% of all certified BMW repair centers in the last 5 years. Due to the expertise of our team, we achieved the Top BMW Certified Collision Center in the USA for 2022!



Customer Mission:

To strive to service our clients with service, respect, and care. We value our clients and make every effort to provide an experience that mirrors the quality and reputation of our product, The Ultimate Driving Machine.

Employee Mission:

To support and develop employee skills and knowledge, identify and provide a personalized career path, resulting in industry leading employee satisfaction.

Our Core Values:

- ✓ Integrity
- ✓ Honesty
- ✓ Transparency
- ✓ Responsibility
- ✓ Communication

These drive our daily work culture and environment.

Our Commitment

Pacific BMW invests in all employee's development. Providing the proper training, the latest tools, an organized work environment, and the assurance that we place BMW repair procedures as our top priority in all repair work we perform. We deliver a premium customer experience for our clients by upholding this promise. There is no shortcut for quality, and our reputation in the BMW repair community is well known throughout the country.

Your Career Path

We firmly believe that every employee is vital to the success of the facility! We feel that by providing you a clear path of development, this allows you to earn more responsibility, a better salary, and the freedom to take stress-free time off.

Step 1 - Your Career Plan

Jointly plan your customized career steps with a skill-based assessment tool.

Step 2 - Your Training and Development Plan

Jointly customize your personal development plan, specific to your career path. In addition to internal training and mentoring, you will gain access to external training from BMW University, I-CAR, AkzoNobel's Acoat Selected program, and other collision industry training opportunities.

Step 3 - Your Success Plan

Your success plan includes key objectives, training and development, and the non-negotiable policies for your specific role. Your success is reviewed every 90 to 180 days to track your progress and make agreed upon adjustments to speed your success.





Process and Work Flow

We possess all the factory required tools to be certified by BMW North America. The goal is to have all the equipment that a employee needs to succeed! This includes:

- Aluminum/Carbon Fiber clean rooms (2)
- Celette Frame machines (2)
- Celette Naja measuring tool
- TKR Punch Rivet tools (2), Powerbird Rivet Guns (2)
- Betag Aluminum and Steel dent pulling equipment
- Betag Glue Pulling system with bridges
- 6 2-post lifts with more slated for installation
- Fronius Int'l STRSW liquid cooled spot welder
- Millermatic 211 MIG Welder
- Fronius Aluminum Welder
- r1234yf / r134a A/C machines
- 4 wheel alignment rack (in house)
- 2 paint prep stalls / 2 Cometi downdraft spray booths
- All SATA spray equipment and SATA fresh air hood systems in both booths

Process and Work Flow

Our production system runs on the concept of the right amount of work at the right time, to meet customer and staff expectations.



Our Process Advantages

- 🔧 **Triage** - Load the shop with the right mix of job sizes
- 🔧 **Repair Plan** - Capture all labor, parts and materials to do the job right the first time without delays
- 🔧 **Parts** - Ensure we have the right parts before starting specific repairs
- 🔧 **QC** - Quality is checked between each stage of the repair to eliminate delivery delays

What does all this mean to you?

- ✓ Less stress
- ✓ More productivity
- ✓ Improved work / life balance

COMPANY BENEFITS

Health Insurance

We offer enrollment into medical coverage with Pacific BMW paying 75% of the medical choice for the employee only. Dependents are also eligible for enrollment at the cost of the employee. Currently, we offer two HMO plans and a POS plan with Kaiser. Medical plans and premiums offered vary each year so please see People Operations for more detailed information



total amount of vacation time that can be accrued is 200 hours OR 25 days. Vacation time may be cashed out after the employee begins accruing vacation time with a maximum of 5 days of vacation time once in a 12-month rolling period.

Paid Holidays

The dealership will be closed for business on Thanksgiving Day & Christmas Day. In addition to that, Administration and After-Sales will be closed for New Year's Day.



Paid Vacation

When hired prior to March 31st, one week vacation after 6 months of employment. When hired April 1st or later, two weeks effective the following January 1st.

ST / LT Disability

Pacific BMW offers all full-time benefits eligible employees the ability to purchase disability insurance through Aflac and American Fidelity.

Life Insurance

All full-time benefits eligible employees receive employer -paid life insurance, through Standard: \$25,000 Life and Accidental Death & Dismemberment Policy.

Uniforms

Uniforms are provided after the first week of employment.

Other

We also offer a complimentary Employee Assistance Program that includes support in the following areas - travel assistance, parenting, relationships, identity theft and fraud resolution, stress, locating childcare, and financial issues such as budgeting, debt management, preparing for retirement, etc.

This program is available 24/7, to you and your dependents at no cost, and provides confidential professional assessments and short-term counseling and referral assistance.

Employee Referral Program

\$250 to \$750 (depending on position filled) for referring someone to the company, payable upon that person's six month employment anniversary.



Dental Insurance

You may choose between the CalDental HMO or the Standard PPO dental plans.

Vision Insurance

Eye care and eyewear services are offered through the EyeMed PPO network.

Retirement Plan

Pacific Dealership Group Retirement Plan has been adopted to provide you with the opportunity to save for retirement on a tax advantaged basis. As a participant under the 401K Plan, you may elect to contribute a portion of your compensation to the Plan and may receive a discretionary employer match. Employees are eligible to participate in the Plan after they have completed one full year of service with the Dealership.



Sick Leave

Sick time is given to employees so that they are able to attend to both their pre-planned and/or unexpected health needs throughout the year. At the beginning of each calendar year, eligible full-time employees will be granted 48 hours or six (6) days of paid sick leave. Sick time may be used in two hour increments. Full-time employees hired during a calendar year will be granted paid sick leave on a pro-rated basis.

Vacation

Vacation accrues based on years of service with Pacific BMW as is defined below. The rate of pay for Vacation as defined by your position with Pacific BMW. Vacation time must be requested and approved thirty days in advance. The

APPLY TODAY

Call 818-552-4735 to schedule an in-person appointment or apply online now at

<https://acoat.me/PacificBMW>

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