



## Pennsylvania Compensation Rating Bureau

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### PENNSYLVANIA TEST AUDIT PROGRAM BULLETIN #37

#### COUNTER PERSONNEL - AUTOMOBILE REPAIR FACILITIES

An issue which comes up repeatedly in the Test Audit Program, as well as in general inquiries, is the proper classification of counter personnel employed by an automobile repair facility and/or a retail automobile tire dealer. As a general rule, counter personnel in these type of operations wait on customers, prepare job cost or sales estimates, write up orders and collect payments for services rendered or merchandise purchased. As described, counter duties are a normal, integral and basic part of the operation of these types of facilities and as such are contemplated by the composite rating value of the basic governing classification Code 815, Automobile Service Center. Therefore, counter personnel for automobile repair facilities and/or automobile tire dealers should be assigned to Code 815 and not to a Standard Exception classification, either Code 951, Outside Salesmen or Code 953, Office.