



JOB DESCRIPTION

Job Title: Workshop Controller	Department: Service
Reports to: Service Manager	Start Date:
Job Purpose: To manage and develop the Workshop, provide technical support to staff and customers. To ensure that maximum utilisation and quality is achieved from the workshop and customer satisfaction is achieved. To ensure that repairs and services to vehicles are carried out efficiently and to the highest possible standard. To assist the administration department to ensure all tasks are completed in an efficient and timely manner	

Responsibilities:

- To correctly and accurately interpret instructions from the job cards/repair orders, to follow all documented Quality Procedures and to ensure that Service Technicians comply with repair instructions and stipulated settings and tolerances from manufacturers' manuals, bulletins, check sheets, etc.
- To proactively plan the capacity of the workshop.
- Attend any training course as deemed necessary by the Service Manager
- To obtain and record any necessary technical information by following documented procedures.
- To undertake such other tasks as may reasonably be required. These may include liaising with customers, working outside normal hours, supervising and instructing trainees, and covering duties within the service administration department, this list is not exhaustive.
- To analyse and report the training needs of allocated staff.
- To allocate, and supervise all work done to ensure the highest possible standard of workmanship and efficiency as per industry guidelines, in order to ensure the maximum utilisation of time available. To ensure that Service Technicians are qualified to do the work allocated.
- To carry out quality checks on work completed and provide accurate reporting on repeat repairs for review.
- To ensure that work is completed by the times required and to report any likely delays to the service receptionist/customer as early as possible.
- To ensure that work done and tests carried out are accurately reported and recorded and to immediately report any further work required or vehicle faults, as laid down in documented procedures.
- To catalogue, protect and maintain all tools and equipment and to implement the calibration programme and record it effectively, in compliance with documented procedures.
- To advise the customer/Technical Service Advisors of any parts delays or extra parts required. To order agreed parts from the Parts Department.
- To ensure that all displaced parts are immediately clearly identified and/or placed in quarantine areas, as required by documented procedures.
- To ensure that Customers' and the Company's property are protected. To drive and road test vehicles by following documented procedures.
- To ensure that the Workshop is kept in a clean and tidy condition and all scrap, etc. is removed immediately upon the completion of each repair complying with process.
- To achieve all company & personal goals and targets.
- To ensure that all guidelines and regulations on health and safety are followed.

Required competencies:

- Technical knowledge
- Attention to detail
- Ability to multitask
- Problem solving
- Organisational and administration skills
- Excellent interpersonal skills
- Ability to build rapport with all internal staff and customers
- Able to supervise and manage staff
- Excellent telephone manner

Required experience:

- Experience in a similar role
- Previous people management experience in a similar environment

Computer skills: <ul style="list-style-type: none">• Microsoft Office & Excel:• RTC• CD-UK (Kerridge)• 1Link	Specific knowledge: <ul style="list-style-type: none">• In-depth knowledge of the commercial vehicle industry• Apprenticeship (Preferred)• Experience in role
Language skills: <ul style="list-style-type: none">• English: Fluent	Education: <ul style="list-style-type: none">• GCSE English and Maths or equivalent• Time served apprenticeship