

Shift Supervisor - HGV TECHNICIAN

The position is for an Shift Supervisor HGV Technician responsible for workshop control & maintaining commercial vehicles and trailers to MOT standard. This position is accountable to Mr Paul Digby, Branch Manager and reports to him on a day to day basis.

Location: Worksop

Monday – Friday 40 hours

Alternate shifts 6.00am – 14.00pm / 14.00pm – 22.00pm (includes 30 minutes paid break)

Your tasks

- ✓ Carry out routine maintenance and repairs on all makes of vehicles and trailers to VOSA standard
- ✓ Diagnose and rectify all types of faults
- ✓ Primary operational liaison and all communication with the customer
- ✓ Supervise and prioritise workload throughout shift for maximum efficiency
- ✓ Ensure key customer service KPIs are met daily
- ✓ Quality check all work
- ✓ Up-date customers with progress & escalate concern repairs to management team
- ✓ Attend disabled vehicles at the roadside or at customer's premises
- ✓ Ensure all vehicles worked upon are handled carefully and that all precautions are taken whilst on the premises
- ✓ Liaise with parts department to attain parts
- ✓ Ensure Health & Safety regulations and safe working practices are

Your experience/ skills

- ✓ Ability to work within guidelines given and to strict deadlines
- ✓ Ability to work under pressure
- ✓ Ability to actively seek solutions to problems
- ✓ Ability to work as part of a team
- ✓ Good verbal communication skills
- ✓ Excellent customer care skills
- ✓ Flexibility to undertake a wide range of tasks
- ✓ Awareness and understanding of health and safety requirements
- ✓ Technical qualification (City & Guilds or NVQ qualified technician) or proven experience repairing & maintaining vehicles
- ✓ Current driving licence
- ✓ LGV/HGV licence

Additional information

For any questions related to this job, please speak to Paul.Digby on +44 (0)1909 500 595

Application Process

Applications should be submitted to Paul.Digby@keltruck.com