

**JOB PROFILE**  
**DEPOT MANAGER**

Reporting to the Regional General Manager the post-holder will be responsible for developing and maintaining the after sales service provided to customers at the depot.

**Particular areas of responsibility will be to: -**

- Formulate departmental profit plans.
- Maximise the profitability of the Workshops/ Parts Department through the achievement of targets and control of resources.
- Monitor productive performance by total and individual technician against budgeted levels.
- Review pricing policies and labour rates to ensure competitive pricing.
- Market the departments through effective merchandising promotions and customer contact to enhance the reputation of the dealership.
- Monitor parts stock levels by maintaining inventory control and by taking action to reduce obsolete stock.
- Contribute to the development of all operating and administrative systems in order to ensure that quality, timely work is carried out.
- Ensure that all Health and Safety regulations are adhered to by management, staff and visitors.
- Take responsibility for the recruitment, training, supervision, performance and attendance management of all staff within the depot, ensuring the Scania CSI targets are achieved.
- Ensure that all customer complaints are handled to the mutual satisfaction of the customer and the dealership.
- Ensure that the internal and external appearance of the premises and housekeeping standards set by the senior management are achieved on a daily basis.
- Maintain standards as set out in Dealer Operating Standards and carry out Management reviews.
- Maintain the performance of the PDI centre to ensure all vehicle delivery targets are met and the required standard is met upon delivery.
- Ensure all required monthly reports set out by the senior management are completed with any deviations being investigated.

**Candidates should be able to demonstrate: -**

- Proven track record in management
- Previous experience in the automotive industry.
- Effective negotiating and influencing skills.
- Ability to organise work on own initiative, and that of the team.
- Ability to identify opportunities for business development within the region.
- Computer literacy.
- People management skills.
- Ability to work under pressure.
- Ability to deal with all levels of customer service.
- Awareness and understanding of health and safety requirements.

**Particular experience / skills that will be regarded as ideal are: -**

- A successful record in After Sales.
- Clear understanding of management accounts and reporting.
- Previous managerial experience.