

## **JOB PROFILE WORKSHOP SUPERVISOR**

Reporting to the Depot Manager, the post-holder will be responsible for supervising a shift in the busy service operation.

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

- Primary operational liaison and all communication with the customer
- Carry out service and maintenance and repair
- 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
- Ensure Health & Safety and safe work practices are met at all times.
- Cover for Workshop Controller when required.

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

- Excellent organisational skills
- Ability to supervise a team
- An ability to work as a team player within a busy department
- An ability to work unsupervised and adhere to strict deadlines
- Flexible approach to working hours
- Ability to work to prioritise workload
- Ability to work calmly in an environment that can be pressured

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

- Technical qualification (City & Guilds or NVQ qualified technician) or proven experience repairing & maintaining vehicles.
- Experience of leading a team
- LGV/HGV licence
- Other industry related qualification