

## **JOB PROFILE WORKSHOP CONTROLLER**

**Reportable to: Branch Manager -**

**Accountable to: Branch Manager –**

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

- Oversee the daily running of the workshop, booking in of work and prioritising workload to meet customer needs, ensuring a steady flow of work through the workshop.
- Estimate both mechanical and body repairs to vehicles and trailers.
- Liaise with external and internal customers to ensure work is authorised.
- Liaise and negotiate with parts department to ensure parts availability and ensure service exchange and warranty parts procedures are adhered to.
- Ensure customers' service schedules, MOT and O Licence requirements are maintained.
- Provide technical support to the workshop and external customers.
- Monitor job cards and service documentation for completeness and accuracy.
- Oversee all Health and Safety regulations and safe working practices are adhered to within the workshop.
- Ensure the provision and ongoing condition of workshop tools and equipment, arranging purchase, repair and calibration.
- Ensure a high standard of cleanliness and tidiness is maintained within the depot in order to maintain the company image and a safe working environment.
- Supervise workshop staff, including monitoring of timekeeping and productivity, authorising overtime, identifying training needs.

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

1. A technical qualification or proven experience of repairing and maintaining vehicles.
2. Able to work on own initiative and to strict deadlines

3. Ability to organise own workload and that of the team
4. Excellent customer service skills
5. Proven administrative skills.
6. Awareness and understanding of health and safety requirements.
7. Ability to actively seek solutions to problems.
8. Supervisory skills
9. Flexible approach to working hours

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

10. Previous supervisory experience
11. Computer literacy
12. Knowledge of the Kerridge IT system
13. Knowledge of the automotive industry
14. Class 1 HGV licence
15. Scania product knowledge