

## WORKSHOP CONTROLLER

This position is for an experienced Workshop Controller, the post holder will ensure that the workshop is running in an efficient and timely manner whilst maintaining that jobs under his control are completed to the highest standard. They will also ensure that they communicate with customers both internally and externally in a professional manor. This position is accountable to the Branch Manager and reports to him on a day-to-day basis.

Location: Cardiff

Monday – Friday 40 hours

08.00am – 17.00pm (inclusive of 60 mins unpaid break)

### Your tasks

- 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, 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.

### Your tasks – continued

- 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.

### Your experience/ skills

- A technical qualification or proven experience of repairing and maintaining vehicles.
- Previous supervisory experience
- Computer literacy
- Knowledge of the Kerridge IT system
- Knowledge of the automotive industry
- Class 1 HGV licence
- Scania product knowledge
- Ability to organise own workload and that of the team whilst adhering to strict deadlines
- Excellent customer service and administration skills
- Awareness and understanding of health and safety requirements.
- Flexible approach to working hours

### Additional information

For any questions related to this job, please speak to Shaun Middlecote, Branch Manager on +44 (0)7711 638 815

### Application Process

Applications should be submitted to [shaun.middlecote@keltruck.com](mailto:shaun.middlecote@keltruck.com)