

Job Profile

Service Team Supervisor

Post: Service Team Supervisor.
Accountable to: Branch Manager

The role of Service Team Supervisor is to take responsibility for the day to day running of the Service Department ensuring the Service team are working in accordance with the established Keltruck and Scania DCS processes, be available for our customers providing relevant, accurate and timely information through each stage of the process, dealing with complaints, and ensuring customer expectations are met and exceeded.

Particular areas of responsibility and duties will be to: -

- Ensure you and your team comply with company Safety, Health and Environmental (SHE) policies at all times.
- Ensure you and your team take responsibility to ensure customer reception area is always maintained to a professional standard.
- Ensure you and your team always maintain Dealer Operating Standards within department to high specification.
- Ensure you and your team work in accordance with DCS (Dedicated Customer Service) standards.
- Handle Telephone enquiries, answering the phone within policy 3 rings and in a friendly and open manner using the customer standard greeting, and promote this as a Standard with your team.
- Ensure Customer and vehicle records are kept up to date and any new customers created have correct data required in line with data quality policies and vehicle data maintained on the system with the correct MPP plans assigned etc.
- Ensure Customers defect procedures and authority procedures are always adhered to, any retail repair over £3K is authorised by Keltruck Credit Control prior to commencing and ensuring knowledge and information passed onto your team.
- Ensure any visitor/ contractor to site is signed in and contractor work permit has been completed where required
- Attend and participate in Daily meetings and provide information as per the systematic process.
- Ensure appropriate resource levels and monitor workshop loading/ work prioritisation daily to ensure shift Efficiency and Utilisation is maximised and highlight any deviation and act accordingly to ensure Idle times are kept to a minimum.
- Ensure Job card flow and WIP levels are maintained daily this will include quality checking completed job cards to ensure all documentation associated with write up's/ parts/ clocking etc are correct prior to passing through to Invoicing.



- Regular input with Shift Foremen to ensure work which is booked in for the day is on target for completion, act accordingly with any deviation to ensure vehicles are ready at agreed times with the customer and communicate with customers regarding time extensions or further authority including raising estimates.
- Participate in Daily handovers between shifts and daily checks with Workshop Controller.
- Ensure R2C compliance is maintained, previous defects, schedules, and Sign offs of completed jobs.
- Liaise with Parts Department to ensure all planned work has correct parts available and pre-pick is completed where necessary.
- Oversee and Ensure MOTs are scheduled and planned accordingly, minimum 2 months in advance, and any external MOT slots are booked and customers advised, Monitor MOT performance and alert Branch manager to any deviation immediately.
- Ensure Scania on Scene requests are given immediate Priority, accurate and relevant detail is requested and recorded and to act quickly to ensure KPI is achieved, weekly checks to ensure that any deviation is investigated and reported back to Branch Manager.
- Work to ensure that you and your team are working towards requirements daily for STA performance, this includes MOT pass rates, Scania Assistance, Campaign Performance, CSI, Standard Times, and driver feedback survey.
- Assist with other roles in the depot as required at periods of annual leave/sick leave to ensure a maintained level of customer satisfaction and depot performance.
- Carry out Depot Administration tasks assigned by the Branch Manager