

Thurlow Nunn

Role Profile	
Workshop Controller	
This Job Reports to:	Service Manager
Who Reports to this Job	
Working with	Technicians, Service, Sales, Parts, Bodyshop, Valeters, Drivers
Overview of this job	<p>Achievements:</p> <ul style="list-style-type: none"> Manages the achievement of repairs right first time within Manufacturer and customer collection times <p>Customer Focus:</p> <ul style="list-style-type: none"> To greet customers in an enthusiastic way to maintain customer retention and satisfaction
Criteria for Success	<p>This job holder can be measured by:</p> <ul style="list-style-type: none"> Work completed by the end of a working day Efficiency Customer Satisfaction (SSS) Number of come-backs Departmental profits
Specific Tasks	<p>This job holder must be able to:</p>
Strategic	<ul style="list-style-type: none"> Maintain the Workshop Control Flow System efficiently so that accurate information on work in progress is always available to the appropriate staff to ensure customer satisfaction Ensure that customers who are having work undertaken whilst they wait are dealt with promptly and that the Technicians are informed so that unnecessary delays do not occur Provide positive customer experiences in all instances.
Personnel & Customers	<ul style="list-style-type: none"> Fairly allocate jobs to technicians Supervise the accurate time clocking of jobs and daily time keeping of technicians Time all operations using available standard times laid down Provide accurate invoicing updates to Work in Progress Check if Workshop loading is light, taking remedial action to secure additional work for the immediate shortfall and ongoing Monitor the finished job so that work requested and work found is all carried out and plans work to be finished on time Monitor finished work so that all vehicles, which require testing, are checked and passed by the Workshop Foreman/Tester Pass accurate updated work in progress to Warranty Administrator/Service Adviser for assessing and invoicing Liaise with Warranty Administrator/Service Adviser in order to obtain correct standard time operations prior to invoicing

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- Progress parts on order against individual work orders
- Monitor the return of warranty parts as appropriate
- Oversee authorisation for work to be carried out not featuring on the original work order
- Keep fully referenced service bulletins and product information readily available
- Plan technicians' holidays to ensure consistent level of attendance in the workshop
- Consider requests for extra time fairly or refer on to management should a dispute arise
- Ensure the appropriate Health and Safety guidelines are adhered to
- Promote tidiness and good housekeeping within work area
- Work with the Workshop Foreman in promoting a "right first time" culture
- Identify opportunities to reduce costs, and discuss these with the Service Manager
- Provide advice and technical assistance to Team Members
- Provide a planned response in event of unplanned leave (i.e. sickness)
- Plan and adjust workload of Team Members to meet their skills and abilities
- Ensure adequate maintenance of tools and equipment
- Ensure that the department is adequately staffed to achieve objectives
- Provide induction training for new team members to familiarise them with work surroundings and role
- Ensure that team members are aware of procedures for using new equipment or processes, and provide relevant / technical advice or assistance
- Direct team members in handling day-to-day problems and issues to enable them to operate efficiently and meet customers' needs
- Provide appropriate support (e.g., training, equipment) to team members to ensure their ability to perform the required tasks
- Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training and development opportunities
- Work to support other team members in the achievement of their objectives when asked to do so or required by their manager
- Other duties may be undertaken from time to time
- Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable

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<p>Knowledge and skills required</p>	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"> • New models and recent improvements through technical bulletins, training courses, technical magazines etc. • Automotive systems (e.g., detailed understanding of diagnostics, functions of specific vehicle systems and repair of such systems) • Manufacturer consultative customer handling processes • Safety policies and procedures • Warranty guidelines and how to accurately apply them to warranty service orders (warranty policies and procedures) • Computer capabilities for workshop loading, monitoring of work in progress, record-keeping, parts information etc. • General office equipment (i.e., phone systems, copiers, fax machines) • The Retail Facility's organisational structure • Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial <p>And be able to:</p> <ul style="list-style-type: none"> • Handle a high level of paperwork (work orders, warranty procedures, work in progress reports etc.) • Work in a busy, active and lively environment • Write clearly and legibly, to listen and document items accurately • Display a professional appearance and an enthusiastic attitude • Remain positive in stressful situations • Manage own time and workflow
<p>Competencies</p>	<ul style="list-style-type: none"> • Establishing and Maintaining Relationships • Team working • Customer Orientated • Strategic Leadership • Coaching & Developing • Problem Solving & Decision Making • Continuous Improvement • Results Focused • Integrity • Flexible • Planning and Organising/Team Leader • Communication • Numerate • Computer literate • Business Integrity