

West Pennine Trucks

Role Description

Job Title: Workshop Controller
Branch: Telford

Reports To: Depot Manager
Hours of Work: 8am – 6pm
Closing date; 10th March

Summary

Reporting to the Depot Manager, the Workshop Controller will be responsible for supervising the Workshop at Telford.

Essential Duties and Job Responsibilities

- Primary operational liaison and all communication with Service Reception
- 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 when required
- Monitor all service and maintenance repair work of Scania and other vehicles and trailers
- Quality control MOT preparation to ensure 1st time pass
- Assist in the Diagnosis and rectification of all types of faults
- Create Customer estimates
- Monitor the flow and quality of Workshop job cards
- Sign off R2C in a timely manner
- Update and gain authorisation for defects when required
- Update customers on job completion
- Ensure correct warranty procedures are followed at all times
- Ensure Health and Safety regulations and safe working practices are adhered to.
- Ensure appropriate clocking is made and all job cards and service sheets are completed in a timely manner.
- Ensure high level of cleanliness and tidiness
- Maintain thorough and current product knowledge and attend training courses
- Assist in achievement of DDA – DOS – DOTY Achievement

Candidate Requirements

Education and/or Experience

- Technical qualification (City & Guilds or NVO qualified technician) or proven experience repairing & maintaining vehicles

Knowledge, Skills and Abilities

- Excellent organisational skills
- Excellent Communication 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

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Experience / skills regarded as ideal but not essential

- Scania MT10 qualified
- Experience of leading a team
- LGV/HGV licence

Scania's 3 Core Values

- ❖ Customer first
- ❖ Respect for the individual
- ❖ Quality

How to apply

If you wish to be considered for this opportunity, please send a CV and covering letter to -

Mark Davis, Depot Manager

Address: West Pennine Trucks
Halesfield 17
Telford
TF7 4PW

Tel: 01952 587222
Email: mark.davis2@scania.com