

*We can handle it.*

## SERVICE SUPERVISOR

### JOB PURPOSE

To provide an excellent customer experience through well-developed and motivated colleagues

### PERSON SPECIFICATION

- Industry knowledge and experience
- People Management and leadership skills
- Good communicator
- Good organisational skills

### CORE ACTIVITIES

- To ensure LTR/STR fleet are maintained within budget for both labour and parts
- Ensure all Fleet, MO and CO services are carried out on schedule with nil over 4 weeks overdue.
- Monitor engineer efficiencies and provide customer satisfaction utilising company technology tools i.e. Satellite Navigation System and Digital Pens
- To ensure that LOLER examinations are carried out on schedule with nil overdue, in conjunction with Depot Manager.
- Liaise with Parts Department to ensure that parts are obtained within acceptable timescales and that parts authorisation procedure is adhered to.
- Ensure that Work in Progress (WIP) is kept within company guidelines
- Adhere to warranty processing, including: - Advice/communication for engineers
- Ensure that Job Sheets are completed to company standards and that times/information is accurate
- Ensure that Timesheet & Job-sheet Audit Procedure is strictly adhered to
- Ensure that all Timesheet information is collated/reported and that Operations Reports are completed on a timely basis
- Ensure that all Daily, Weekly & Monthly reports are completed on a timely basis
- Monitor and control overtime within budget.
- Monitor and control holidays & sickness
- To provide support to Service Coordinator and Administrator – Monitor diaries/workload
- Ensure that van stocks are reviewed 6 monthly to ensure they meet business requirements.
- Oversee preparation of customer estimates for all chargeable repairs, including where necessary visiting customers to discuss estimates.
- Seek Parts authorisation for high expense items.
- Oversee/Monitor all off-hire inspections are carried out and any damage agreed with the customer prior to the truck being collected.

- To ensure that any customer complaints are resolved quickly and professionally.
- Ensure that Service Vans are clean and that any accidents are reported via the Company Accident Reporting Procedure
- Ensure that the 24hr callout facility operates effectively and that there is adequate engineer cover available
- In the absence of the Workshop Manager oversee Workshop activity
- To assist Depot Manager with Planning/Forecasting/Budgeting
- During your day to day duties you will have access to sensitive information that will need to be treated in a professional and strictly confidential manner.
- Sales Support on Demo's and Handovers for new equipment when required
- Parameter settings on installation of equipment as and when required
- Daily planning of all General servicing/routine maintenance of fleet/customers own equipment within workshop.
- Liaise with Rental Controllers & Area Supervisor to agree weekly workshop priorities • Control of all workshop tools, equipment registers and calibration records, liaise with Technical Supervisor.
- Keep up to date records of short-term rental fleet off/on hire checks
- General housekeeping – yard and workshop - Organisation / segregation of STR Trucks
- Key holder/attend branch alarm call-outs.
- Ensure all timescales for deliveries & budgeted repairs are kept within agreed parameters.
- Provide support to rental controller in identifying suitable machines for hire.
- Ensure all truck movements are logged & GRN procedure is completed.
- For damage work to STR trucks, STR Controller to be informed a.s.a.p.
- Attend branch Health & Safety Quarterly meetings.

### **PERSONNEL / COMMUNICATION**

- To supervise, motivate and lead the Service Team
- Carry out Service Team appraisals / 1-2-1's
- Identify Training requirements
- Identify Tooling/Equipment needs
- Participate in Service Team Communication meetings.

### **GENERAL HOUSEKEEPING AND HEALTH & SAFETY**

- To ensure that the premises comply with appropriate legislation and Company policy and are well maintained and presentable. By personal involvement, standard setting and monitoring, ensure that the highest practicable standards of housekeeping are established and maintained for all areas under your control, i.e. Service Offices, customer sites and all service vehicles.
- In conjunction with Company Health & Safety Rep and external Health & Safety Manager ensure Company and Legislative Health & Safety Conduct requirements are met and adhered to. Conduct regular safety audits. Ensure Health & Safety Reps, First Aiders and Fire Wardens are appointed and have the necessary training.

- To establish and maintain adequate safety and security procedures to protect depot property, vans, equipment and personnel.
- Ensure Workshop/Yard area is clean / tidy and all scrap/environmental waste is correctly stored/disposed
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.
- If you are interested in the above position, please send your cv to [HR@impact-handling.com](mailto:HR@impact-handling.com) , we would love to hear from you