

Oakes Bros. Ltd.

- E S T A B L I S H E D 1 8 2 5 -

Job Title: Working Workshop Foreman

Reports To: Service Manager

Job Location: Micheldever / East Ilsley

Job Purpose

Reporting to the Service Manager, as a Working Foreman, you will be responsible for helping ensure the After Sales Department runs smoothly and you and your team will provide excellent customer service thereby maximising customer satisfaction and retention with a can do attitude.

Key Accountabilities

Job Specific

- Servicing and repairing machinery and equipment within a specified timescale, either in the workshop or during field visits. You could work on mechanical, electrical, hydraulic, pneumatic or computerised systems.
- Comprehend customers' requirements and make appropriate recommendations.
- Responding to machinery and equipment breakdowns.
- Fixing faults or installing replacements with a first time, first fix ethos.
- Help organise daily workload for the team with the Service Manager including but not limited to on call rota.

People

- Build and maintain positive relationships with customers to deliver outstanding support.
- Deputising in the absence of the Service Manager.
- Keep up to date with competencies and training required for the role.
- Ensure adherence to company policies and procedures for service department employees.
- Ensure all personnel under your control are provided with training as to the requirements of the Health & Safety Policy, Risk Assessments and Safe Working Practices.
- Effective recruitment, development and management of the team.

Resources

- Checking and calibrating instruments to make sure they are accurate.
- Carry out audits, as required for workshop equipment and special tools.
- Provide recommendations to Service Manager on maintenance or replacement requirements for workshop tools and equipment.
- Ensure workshop is maintained in a clean and tidy condition, respecting Health and Safety requirements.

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Systems

- Operation and effective use of the service department IT management systems including weekly update and maintenance of diagnostic tools.

Communication

- Produce timely and detailed service reports.
- Keeping Management informed of progress.
- Effective communication with dealership colleagues, business partners, suppliers, customers and visitors to deliver exemplary service support.

Job Dimensions

- Staff responsibility: X Engineers plus X Apprentices
- Degree of Supervision: Reports to Service Manager

Planning

- Plan and organise team workload, absence cover and seasonal demands.
- Maintain WIP at a manageable level in line with company policy.
- Working with the Service, Sales and Parts Managers to be aware of sales activity and seasonal promotions in accordance with annual budget.

Person Specification

- Good mechanical knowledge and experience in the agricultural, construction and horticultural sector.
- Highly motivated with leadership qualities and target driven.
- The ability to work to deadlines and under pressure, prioritising workload with excellent time management, planning and organisational skills.
- The ability to manage a varied workload.
- Good communicator with well-developed interpersonal skills.
- Competent PC skills and administrative ability.
- Ability to troubleshoot, test, repair and service technical equipment.
- A commitment to keep up to date with new technology.
- Good problem-solving skills to deliver high levels of customer service.
- The ability to work alone or as part of a team.
- A good awareness of health and safety legislation and implementation.
- A full, clean driver's licence is essential.

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There may be times that you are asked to carry out tasks not shown in the job description above. Due to the nature of this role travelling is required in order to carry out your role effectively.

Remuneration package: Dependant on experience, Van, Smartphone & Laptop

Reports to: Service Manager

Line Management Responsibilities: Service Engineers and apprentices

Locations: Micheldever & East Ilsley