



Job Description

Position: Workshop Manager

Location: Morrinsville/ Waikato

Purpose: This position will manage and lead a team of people in allocating workload and managing the day to day operations in the workshop. It requires the job holder to co-ordinate resources and liaise with internal and external key contacts to ensure work is delivered on time and to a quality standard.

Reports to: Two Directors, both of whom work in the business

Key Accountabilities:

- Responsible for job allocation and job flow in the workshop including job scheduling and labour allocation for day to day operations.
- Co-ordinate resources, (operational and human) schedules and activities to effectively manage jobs.
- Ensure supplies are ordered for each job.
- Assist with quoting, project management, materials purchasing and quality checks.
- Ensure correct job numbers are used and that time records are correct.
- Provide oversight and check job estimates.
- Manage inward goods, checking quantities, dispatching goods and receipting invoices
- Regularly report progress on each job and quickly communicate delays or concerns with the Director - Operations. Report on manpower overruns or shortfalls.
- Act as a technical adviser on key projects and other areas of the business as requested.
- Work with the Director - Operations to respond to client's requests for updates on the status of their jobs and keep the communication channels open to ensure information is accurate.
- Identify client's needs and explain/demonstrate AMS's services to them, which may involve technical descriptions of products and the way they may be used.
- Receive and review feedback from customers and follow up to ensure customer satisfaction.
- Work with the Directors to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Discuss with team to identify appropriate course of action.
- Develop and implement systems to record, file and store information pertaining to client enquiries.

- Identify staff that require on-going training and implement training opportunities to ensure their skills are improved. Work with apprentices and semi-skilled staff to role model appropriate technical skills.
- Provide feedback to staff that are not performing to the expected level and ensure human resources are informed of trends in performance.
- Promote a Health and Safety culture within the business.

Skills and Experience:

- Engineering Trade Qualification preferably Fitter Turner or Fitter Welder or equivalent
- Strong interpersonal skills
- Ability to work with people at various levels from shop floor to senior management
- Can look beyond the initial customer enquiry and identify other business opportunities
- CAD drawing skills are an advantage but not essential
- Project management experience
- People management skills
- Computer literacy with Microsoft Office including Outlook, Word and Excel
- Quality and productivity focussed