

# SmashCare

## Job Description

**Position:** Workshop Manager

**Reporting to:** Production Manager

### **Job Precise:**

We will know the job is being performed optimally when:

#### **Repair**

Cars are repaired on time, good quality repairs, no downtime in parts delays, parts quality is good, margins are good, all parts are charged for, we are paid for everything we do, repairer has signed off on quality.

#### **Refit**

Cars are refitted, all checks conducted (i.e. lights etc.) and OK'd prior to delivery to detailer, delivered with nothing else to be done, refitter has signed off on quality.

#### **Communication**

There is effective communication between Clients, Sales and Production.

### **Standard Tasks**

All staff are expected to embrace and participate in the following tasks and responsibilities:

1. Participate and contribute in all appropriate meetings
2. Maintain Clean Workspace Policy
3. Carry out your tasks in line with the Company's Workplace Health & Safety and Quality Assurance Policies, Procedures and Programs
4. Treat all staff members with respect
5. Contribute to creating a positive work environment for all staff and visitors
6. Observe and obey security procedures
7. Maintain uniform and wear in accordance with Company Policy
8. Perform non-core tasks as directed by your supervisor from time-to-time
9. Treat client's vehicles and belongings with respect at all times
10. Be punctual
11. Respect all company property and equipment

### **Specific Tasks**

The following tasks are specifically related to your role and you are expected to carry these out in accordance with the Company's Policies & Procedures.

1. As per Workshop Manager Daily Action Checklist
2. Carry out your duties at all times bearing in mind the impact of your actions on the long term benefit and viability of SmashCare
3. To ensure duties of your sub-ordinates are carried out
4. Responsible for conducting reviews and appraisals of staff under your supervision

**Personal Attributes:**

**A. Personal**

Excellent knowledge of preparation, repair & refinish techniques.

Good written and verbal communication skill at all levels.

Positive and proactive attitude reflected by proven leadership.

**B. Formal**

Trade Certificate - Repair.

**C. Preferred**

Trade Certificate – Refinish.

Conflict/Resolution Training

We expect you to embrace a personal philosophy of continual improvement.

**Review and Appraisal**

Your appraisal will be conducted half yearly with the Production Manager.

**General Comments**

The position is offered as a full-time position with a probationary period of 3 months. The salary package is fixed for the initial 12 months with a full review to be conducted annually.