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| Job Description |

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| Reporting to: |  |
| Responsible for: |  |
| Job Holder: |  |
| In the event of annual leave, illness or any other absence from the company, the nominated deputies for this position will be appointed at the director’s discretion | |

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| Objectives |

* To manage the operations of the Accident Repair Centre ensuring volume and profit targets are continuously met
* To provide and maintain high standards of quality workmanship from all staff, ensuring customer satisfaction and loyalty always
* To actively develop Accident Repair Centre staff to be effective in delivering departmental objectives
* To ensure that all departments are staffed correctly and operate efficiently and to be aware of the hours available in the workshops.
* To ensure that all elements of company’s policies inclusive of Health & Safety, are effectively up held at all times

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| **Measures** |

* Departmental Efficiency, Productivity and utilisation.
* Quality Control and Compliance Audits
* Maintenance of Gross Profit Margins in line with company policy
* Customer satisfaction (CSI)

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| **Limit of authority** |

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| Expenditure: |  |
| Use of Resources: |  |
| Personnel: |  |
| Other: |  |

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| **Key Tasks** | |
| **Objective:** | **To manage the operations of the Accident Repair Centre to ensure volume and profit targets are continuously met.** | |

* Ensure that all disciplines within the repair process are managed effectively and that staffing levels remain balanced.
* Ensure the flow of work remains at an optimum level to certify continuity in line with company budgets and targets
* To ensure that productive efficiency and workshop utilisation maximised at every opportunity

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| **Objective:** | **To provide and maintain high standards of quality workmanship ensuring customer satisfaction and loyalty at all times** |

* To ensure that all staff continually operate in line with the companies documented quality control process
* To maintain internal and external procedures in line with all requirements of any industry standard as may be in-force at any given point in time.
* To effectively and efficiently review and investigate all areas of dissatisfaction and reporting to the relevant company authority in a agreed and transparent format.
* Effectively and efficiently deal with all customer complaints in a timely and professional manor at all time promoting customer satisfaction and loyalty.

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| **Objective:** | **To ensure that all departments are correctly staffed, and operate efficiently, and to be aware of the hours available in the workshops.** |

* Ensure the balance of productive staff maintains a positive ratio in line with the volume of work required to meet the company forecasts.
* To actively maintain staffing policies during holiday periods (i.e. Summer Vacations) ensuring staffing levels remain acceptable in line with company policy
* To actively ensure that all hours bought during any working period are utilised to the full ensuring a first class and effective productive efficiency.

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| **Objective:** | **To actively develop Accident Repair Centre staff to be effective in delivering departmental objectives** |

* Ensure all staff maintain the correct level of competency as required for any, or all of the disciplines with in the repair process
* To be aware of the required level of skills and skill sets in line with advances in motor vehicle construction and repair technology, ensuring the training and development policy for the company is adhered to at all times
* To observe, and react to, any short fall in the company skill sets

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| **Objective:** | **To ensure that all elements of company’s policies inclusive of Health & Safety, are effectively up held at all times** |

* To actively ensure that all activities within the company operate within the requirements of all company standards
* To actively ensure the company operates and adheres to the latest and most current Health & Safety Policy
* To actively ensure that all members of staff are fully aware of their responsibilities at all times.

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| **Signatures** |

I have received a copy of this Job Description, read it, understood it and agreed to it.

**Employee**

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| Name: | Date: | Signature: |