

Secunda Workshop Manager - Job Description

1. Location

- Successful candidate will live in Secunda or no more than 20km from the workshop.

2. 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.

3. 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.
- Regularly report progress on each job and quickly communicate delays or concerns with your immediate Manager and Operations Manager.
- Report on work force overruns or shortfalls.
- Act as a technical adviser on key projects and other areas of the business as requested.
- Work with the Sales Teams, Managers, and 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. This will be managed by the planner that reports to you.
- Identify client's needs and explain/demonstrate operational 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 Sales Teams and Managers to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Any complaints must be tracked on our CAR system from being raised to being closed to the customer satisfaction
- 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.

4. Skills and Experience

- Management Experience – min 10 years
- The successful candidate will be a qualified Fitter and Turner or Millwright with appropriate no less than 5 years workshop experience.
- The successful candidate will have no less than 5 years supervisory or staff management experience in a technical / workshop field.
- 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 which is the responsibility of the sales department to take further.
- 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

- SYSPRO will be an advantage
- Quality and productivity focussed
- You will be responsible to travel with sales staff to clients from time to time as long as it does not interfere with the valve repairs, where you will assist them in promoting the services provided by the service centre. Sales targets for valve repairs remains with the sales department.
- You will be required from time to time to visit customer sites for support and for seeking additional repair work.
- The typical industries that you will deal with are contractors, chemical, refining, contractors, mining, power generation, pulp & paper, iron & steel and mineral separation.
- The targets are based on clients allocated, industries as well as historical targets and business internally from V&A.
- Handle all, technical backup for valves in the workshop or that have been supplied to clients and act accordingly. These must all be recorded on Syspro CRM. Once special repair section is created.
- Additional objectives will be set in consultation with you.

5. Additional Responsibilities

- Valve & Automation is accredited 1S09001:2000. You are required to read all procedures and assist in creating work instruction pertaining the workshop activities.
- You must familiarise yourself with the various internal and external sales functions. Specific staff handle internal sales support function, expediting and most administration functions.
- You must ensure that you are very familiar with all the products supplied by Valve & Automation within a reasonable time. This requires that you spend a significant amount of time studying the products to become very knowledgeable. Knowledge of all products, literature and specifications is required so that you are able to answer customer queries efficiently and accurately and assist with the correct selection of equipment thereby ensuring that you secure more orders.

6. Remuneration Package

- **This will be discussed on your 1st Interview**

7. Special Remarks

It must be noted that due to the nature of the industry and market, the details of your responsibilities are dictated by our clients and the market. As all staff members of Valve & Automation function as a team, there may be other tasks or duties that you will be required to perform. These may not always fall into the function of a Workshop Manager however, you will be expected to be part of the team and assist.