

## **JOB SPECIFICATION**

### **1. POST**

<b>Post:</b>	<b>SERVICE MANAGER</b>
<b>Depot / Department:</b>	<b>NORMANTON</b>
<b>Ref:</b>	<b>GPL/GP123</b>
<b>Salary:</b>	<b>DEPENDENT ON EXPERIENCE/COMPETITIVE</b>

### **2. SUPERVISORY RESPONSIBILITIES/POSITION IN STRUCTURE**

<b>Responsible to:</b>	<b>Dave Hague – National Service Manager.</b>
<b>Liaising With:</b>	Service Managers, Logistics Manager, Foreman, Service Controllers, Electricians, Engineers, Storeman, Depot/Head Office staff and Management Team

### **3. MAIN FUNCTION OF JOB** (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

<ul style="list-style-type: none"> <li>• To support the business in the smooth and efficient running of the Service function;</li> <li>• To ensure high quality of service and equipment;</li> <li>• Ensure complete customer satisfaction.</li> </ul>
<p><b>Duties/Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Overall performance of the Depot and the team. Ensure customer expectations are met, exceeded and managed as cost effectively as possible;</li> <li>• Assess customer damages and provide costings for the Hire Department to charge on to customers.</li> <li>• Ensure maximum availability of the hire fleet at all times;</li> <li>• Overall responsibility for the Foreman, the Service Engineers, both Depot and Field based Engineers, ensuring their time is managed to maximum efficiency;</li> <li>• Provide technical support for sales and service as required</li> <li>• Identify training requirements for staff at own location</li> <li>• Manage the weekly service list and making certain that Engineers are carrying out the optimum amount of services;</li> <li>• Ensure that all job sheets are completed as per the company procedure, to the required standard and within the required timescale;</li> <li>• Management and authorisation of overtime, holidays, sickness and any other absences;</li> <li>• Process Engineers timesheets on a weekly basis ensuring strict company policies are adhered to;</li> <li>• Liaise with the Logistics team and Coordinate fleet movements in line with Depot and customer requirements;</li> <li>• Assist with the fleet audit process;</li> <li>• Liaise with Storeman to ensure optimum stock levels of fast moving items;</li> <li>• Carry out Tool Box talks and ensure submission by the deadline stated;</li> <li>• Ensure all hire fleet returned is inspected and booked in within guidelines and any damages or shortages are notified to the relevant HDC;</li> <li>• Promote teamwork and co-operation within the depot and across the business;</li> <li>• Ensure company vehicle or occasional loan vehicle supplied, is kept clean and tidy at all times, serviced within manufacturer’s guideline, and ensure any defects are notified to correct parties and rectified in a timely manner;</li> <li>• Promote teamwork and co-operation at all times, both within individual depots and right across the entire Generator Power Group of Companies.</li> </ul>

<b>5. REQUIREMENTS TO CARRY OUT JOB</b>		
<b>Essential or desirable requirement (E/D)</b>	<b>E</b>	<b>D</b>
<b>Qualifications/Skills required:</b>		
<ul style="list-style-type: none"> <li>GCSE High school or equivalent.</li> <li>Plant/Mechanical engineering qualifications</li> </ul>	<b>E</b>	<b>D</b>
<b>Experience required:</b>		
<ul style="list-style-type: none"> <li>Experience on generators/plant equipment/heavy engineering (or similar)</li> </ul>	<b>E</b>	
<b>Specialist training required:</b>		
N/A		<b>N/A</b>
<b>Personal characteristics/Attributes required:</b>		
<ul style="list-style-type: none"> <li>Leadership Skills</li> <li>Must be flexible as the job may involve unsociable hours</li> <li>Good communication skills and the ability to connect naturally with people</li> <li>Work well on own initiative and as part of a team</li> <li>Ability to ensure the work gets done in a timely and effective manner</li> <li>Ability to follow Company policy and procedures.</li> <li>Ability to understand and implement written and verbal instruction.</li> <li>Self-motivation</li> </ul>	<b>E</b> <b>E</b> <b>E</b> <b>E</b> <b>E</b> <b>E</b> <b>E</b>	
<b>6. SPECIAL TERMS</b>		
<b>Special conditions e.g. working with hazardous substances, equipment, animals etc:</b>	<b>N/A</b>	
<b>Working in different locations:</b>	<b>The Company reserves the right to require you to work at a different location to meet the operational needs of the business.</b>	
<b>We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.</b>		

<b>If you are interested in the above position please discuss in the first instance with your line Manager, then complete the application form and Email to:</b>	<a href="mailto:Vacancies@generator-power.co.uk">Vacancies@generator-power.co.uk</a>
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<b>CLOSING DATE:</b>	<b>14<sup>th</sup> February 2018</b>
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