



# Job Description

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<b>Job Title</b> Workshop Administration Manager	<b>Job Location</b> Dar es Salaam	<b>Category</b> Fleet Management, Maintenance
<b>Job Type</b> Full Time	<b>Job level</b> Manager	<b>Industry</b> Transportation

**Open to Expatriates**  
Only Open to Tanzanian Nationals

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> -
<b>Secondary Industry</b> -	<b>Primary Category</b> Fleet Management: 5 Years	<b>Secondary Category</b> Maintenance: 3 Years
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

The workshop manager 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

## Responsibilities

- Responsible for job allocation and job flow in the workshop including job scheduling and labor 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.

## Education & Qualifications

Bachelor Degree/ Diploma in Engineering

## Requirements

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- Minimum of 5 years' experience in Vehicle/Fleet maintenance and repair.
- Minimum of 2 years in supervisory role.
- Courses in Health & Safety would be considered a plus

## Characteristics

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- Fluent in English & Kiswahili
- Computer literacy.

## Driving Licence

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Not Required

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