

Job Description

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Job Title Job Location Category

Workshop Administration Manager Dar es Salaam Fleet Management, Maintenance

Job TypeJob levelIndustryFull TimeManagerTransportation

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget Max Budget Primary Industry

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Secondary Industry - Primary Category Secondary Category
- Fleet Management: 5 Years Maintenance: 3 Years

Certificate Qualification

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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

Requirements

- 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

- Fluent in English & Kiswahili
- Computer literacy.

Driving Licence

Not Required

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