

Job Description – Floor Supervisor

Job Title:	Floor Supervisor
Job Holders Name:	XYZ
Department:	Service
Position Type:	Full-time
Reporting To:	Works Manager
Reporting Staff:	Technicians, PI Technicians and Washer Boys
Responsible on absence:	Service Consultant (small workshops) and Workshop Manager (large workshops)

The floor supervisor manages the technical team on the floor of the workshop. He will be responsible for workshop floor upkeep and training and management of the technical team.

Primary Responsibilities

➤ Repair Process

- Allocate job cards to various bays and monitor the work done on the bike
- Communicate the time required to complete the task to the service consultant
- Ensure the sourcing of all the parts, spares & consumables required to complete the work
- Offer technical inputs to the technicians, wherever required
- Monitor schedule adherence and take corrective actions in case of time overruns. Communicate any time any time and cost overruns to the service consultant
- Manage the quality of work done on multiple bays, simultaneously
- Live tracking of vehicles with respect to Promised Delivery Time
- Along with the Service consultant, conduct a check on the vehicles in PDI area, to ensure that all jobs mentioned in the job card have been completed as per quality guidelines.
- In case of any discrepancies, vehicle to be returned to the floor for rework job. Reschedule the service scheduling chart and communicate the same to the service consultant

➤ Other Responsibilities

- Carry out complaint resolution as per the guidance of the CRM/ CRE
- Act as per action plans drafted by the CRM to improve customer satisfaction
- Assist the parts manager in inventory management
- Lead, coach and mentor all the technicians, ensure training needs are adequately met with the works manager, GM service and the HR manager
- Conduct regular service drills with the technicians

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Recruitment profile

- **Educational Qualifications:** Diploma / Graduate / extensive technical experience
- **Industry:** Auto [2 wheeler preferred]
- **Minimum experience:** 4-6 years
- **Profile:** extensive technical experience especially for automobiles [2 wheelers], adherence to processes and norms
- **Passions/ Interests:** Passionate about Royal Enfield and motorcycling, owns/ rides one himself
- **Competencies:**
 - People Management
 - Technical Knowledge (Service)
 - Analytical Skills

KPIs:

- **Customer**
 - Top 2% - In-moment Survey Rating Feedback – Service
- **Enabler / Operational**
 - Bay Productivity
 - % Same Day Delivery
 - % of vehicles inside workshop > 3 days
 - 80:60:40 Training
 - Kaizen - Process Improvement