

Job Description – Works Manager

Job Title:	Works Manager
Department:	Service
Position Type:	Full-time
Reporting To:	Dealer Principal / Proprietor
Reporting Staff:	Floor Supervisor, Quality Inspector, Warranty, Parts Manager, Cashier, PDI
Responsible on absence:	Floor Supervisor

The works manager heads the entire backend/technical team at the workshop. He/She provides technical expertise, ensures that all vehicles are serviced as per standards and improve customer satisfaction.

Primary Responsibilities

- **Repair Process & Target Setting**
 - Implementing Service process in repair activities ensuring customer delight
 - Defining & monitoring targets in terms of no of job cards, parts sales, labour revenue generation, workshop daily planning and service promotional activities
 - Reviewing direct reports on weekly basis their target achievement
 - Daily tracking of vehicles ensuring adherence to promised delivery time & delivery SOPs
 - Daily/Weekly/Monthly performance reporting to Dealer Principal
 - Monitoring workshop utilization and productivity
 - Co-ordinate activities within the workshop and ensure cooperation between departments
 - Ensure that After Sales Standards and appropriate safety measures are followed
 - Control expenses to meet budgetary guidelines of workshop.
 - Review of process compliance and other dashboards.

- **Customer Satisfaction and Quality of Repairs**
 - Ensure that parts requirements of customers are met quickly and efficiently.
 - Implement measures to improve customer support and loyalty such as improving service quality, supply of genuine parts & accessories, driving extended warranty sales etc

- **Profitability Management**
 - Ensure accurate planning and reviewing of workshop revenues and profits in line with targets
 - Monitor and analyze all KPI for workshop repair and parts department

- **Personnel and Training Manager**

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- Communicate manpower requirements on a regular basis to the HR manager at Dealership.
- Ensuring adherence to Training calendar and completion of mandatory trainings for all workshop staff
- Managing effective communication of targets, monitoring and reviewing of staff performance

- **Infrastructure Management**
 - Ensure that workshop facilities are well-maintained, up-to-date, clean and tidy as per Guidelines.
 - Ensure that all technical equipment, tools, equipment and other aids of the workshop service department are maintained as per defined maintenance guidelines

Candidate profile

- **Educational Qualifications:** B.Tech/ extensive technical experience
- **Industry:**Auto [2 wheeler preferred]
- **Minimum experience:** 4-5 years
- **Profile:**extensive technical experience especially for automobiles [2 wheelers]
- **Passions/ Interests:** Passionate about brand Royal Enfield and motorcycling
- **Competencies:**
 - People Management & Leadership Skills
 - Technical Knowledge - Service
 - Customer Relationship Management