

Job Description Maintenance Authorisations Controller

Job Function

Using existing skills in relation to car and light commercial vehicle mechanics, the employee will liaise with the garage networks to diagnose faults, source replacement parts and agree final repairs in line with customer parameters.

Candidates must have completed a City & Guilds qualification (or equivalent) in automotive vehicle maintenance and repair and have a minimum of 2 years workshop experience.

Reporting to: Beth Albrighton and Steven Coombs, Maintenance Managers

Key responsibilities and Accountabilities

- Confer with the supply networks and customers to authorise repairs to customers vehicles
- Maintain an awareness of customer specific parameters, particularly relating to budget
- Source non original-equipment parts for cost effectiveness
- Keep accurate and comprehensive notes
- Process invoices in line with pre-determined criteria
- Ad hoc tasks as required by the business

Key Dimensions

Motivation and Experience

- Mechanical knowledge of motor vehicles essential
- Experience of working in a busy, pressured environment an advantage
- Must be adept in the use of a PC, internet and email and able to grasp new software applications easily and quickly. Able to use Microsoft Word, Excel and Outlook to an intermediate level
- Must be numerate and literate
- Genuine desire to exceed customer expectation

Communication Skills

- A positive and assertive approach to dealing with customers and suppliers alike
- Excellent questioning and listening skills with an ability to assimilate accurate information
- Consistently professional telephone manner when dealing with internal and external calls
- Able to instantly build and maintain rapport with a range of people

Organisation and Planning

- Able to see a problem through, start to finish
- Ability to multi task with consistency and accuracy
- Can prioritise and re-plan in a methodical manner
- Proactive and committed to finding a solution, with ability to use initiative and common sense

Flexibility and Resilience

- Uses initiative to react with a sense of urgency and consistency to challenges when presented
- Able to think clearly and cope maturely under pressure and deliver requirements to a consistently high standard
- Can remain focussed
- Able to self-motivate and keep positive in challenging situations
- A calm and assertive approach to dealing with difficult situations

Team Awareness

- Able to demonstrate a positive attitude to working with a variety of people and respect different ways of working
- Prepared to proactively support colleagues
- Able to see the 'big picture' in relation to working as part of a team
- A clear grasp of team dynamics and the advantages of working as part of a team
- A natural propensity to volunteer to help others to ensure the successful conclusion of tasks

Personal Projection

- Self-driven and results orientated
- Able to assess own performance to ensure progress and development
- Reliable, consistent and tenacious
- Chases responsibility and is accountable for actions
- Inspires confidence by sharing knowledge and experience

Personal Situation

- Able to work a minimum of 43.5 hours per week, working to a regular shift pattern to include 2 out of 4 Saturday mornings (3 out of 4 during training)
- Able to commute to work reliably
- Able to remain flexible with regard to holiday dates

Package

- Comprehensive training
- Competitive and attractive salary starting at £16,698** and increasing by 10% after successful completion of training
- Bonus and/or Performance Related Pay Schemes available*
- Month 13 Bonus Scheme*
- 28 days annual holiday (including Bank Holidays)
- Additional holiday entitlement*
- Permanent Health Insurance and Death In Service cover*
- Group Personal Pension scheme
- Pleasant, modern working environment

* Subject to a qualifying period, within specific roles

** Note this salary is for a fully technical controller. A tiered salary structure applies for semi-technical (i.e. with no formal qualification but hands-on experience, or vice versa). Non-technical candidates will not be considered.