

NI Trucks – Assistant Service Manager Advert (April 2024)

NI Trucks Ltd have a vacancy for an **Assistant Service Manager** at their premises in Mallusk. The successful candidate will be reporting to the Service Manager and will cover a broad range of responsibilities within the Service Department. This role would ideally suit an experienced Service Advisor or Workshop Controller looking to progress into management.

Service Department Management

1. Working under the guidance of the Service Manager to manage the day to day operation of the service department to ensure the achievement of key targets such as workshop loading, first time fix, productivity and labour sales.
2. Daily management of technicians in conjunction with Service Advisors and Warranty staff.
3. Ensuring any required processes or operations are adhered to, e.g. Warranty.
4. Work with all Service staff to ensure that the highest levels of quality are achieved.
5. Ensure that the workshop operates as efficiently as possible with high productivity levels.
6. Generate weekly and monthly reports as required and liaise with dealership management to ensure a smooth running and efficient department.
7. Build effective relationships with customers that stimulates loyalty to the business.

Workshop Maintenance

8. Ensure that the workshop is kept in a clean condition at all times and a high level of general housekeeping is observed. Ensure that all equipment is kept in working order and all tools are maintained in a calibrated state as required and stored in an orderly and safe manner.

Health and Safety

9. Assist with the management of Health & Safety processes to ensure statutory and company compliance, environmental care and the maintenance of safety systems and safe ways of working within the service area.
10. Perform and record routine safety inspections or risk assessments on equipment and premises.
11. Ensure that all required Company environmental conditions are fulfilled and maintained.

Essential Experience and Personal Attributes

12. Essentially, we are looking for someone who is friendly, confident and enthusiastic, and also has the inclination and ability to roll their sleeves up and work as part of the Service department team.
13. To enable this you must have recent experience working in a vehicle dealership or other similar environment preferably in a service department role. You must be customer focused with excellent communication skills and the ability to work under pressure. You must be Microsoft competent to intermediate level. You will also be focused with excellent administrative ability, reliable and able to work on your own initiative when required.

Desirable Experience

14. Good technical knowledge of vehicles.
15. Experience of the Keyloop/CDK DMS would be advantageous.
16. C2 Driving licence.

Please note:

17. The above list is not exhaustive and may be subject to change. It should be noted that the duties, designation and location of the post may be subject to change to meet the changing needs of the organisation.
18. NI Trucks reserve the right to review the experience and qualifications required depending on the volume of applicants.

19. Core hours of work – 0800 to 17.00 Monday to Friday.
20. If you feel up to the challenge and have the relevant experience and ability we need please email your CV to jobs@ni-trucks.co.uk with a covering letter outlining how your experience meets the needs outlined above.
21. The closing date for receipt of applications is Friday 26 April 2024.