

## Position Description:

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<b>Position title:</b>	Service Foreman
<b>Reports to:</b>	Service Manager
<b>Location:</b>	As specified in the employment agreement

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**Purpose:** Support the Service Manager in co-ordinating all activity within the workshop to meet the required levels of expectation, customer service and profitability.

- Accountabilities:**
- Manage the day to day activities of the service team to ensure they are organised and are fully utilised at all times
  - Prepare a weekly planner for each service team member so that they are aware of their jobs for the week
  - Provide assistance and coaching to the workshop based service team
  - Provide leadership and coaching with the apprentices to ensure they complete their apprenticeship on time
  - Advise the Service Manager as soon as jobs are complete so that they can be closed in the system
  - Ensure the service team write up the job cards as soon as they have completed a job
  - Ensure that all jobs are completed on time and all corresponding paper work is completed in a timely manner as agreed with the Service Manager
  - Ensure that all administration functions are completed on time and are correct
  - Co-operate with all other departments to meet production and workflow deadlines
  - Travel as and where directed as required
  - Ensure all Health and Safety obligations are met
  - Regularly check condition of special tools, gauges, meters etc
  - Hold accountability of the service department in the absence of the Service Manager
  - Any other relevant and reasonable task or activity associated with the position of Foreman
  - Comply with Power Farming's quality, environmental and health and safety procedures so as to proactively develop a culture of, continuous quality improvement and the provision of a healthy

and safe workplace, ensuring that all practical step are taken to meet current Worksafe NZ requirements.

- Provide professional and ethical behaviour in your actions ensuring compliance with legislation and industry standards.
- Ensure you are familiar with and comply with all organisational policies and procedures.

*• The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and the incumbent*

**Key relations:**

- Service Manager
- Dealer Principal
- Customers – both in branch and on-site
- Service team in Head Office
- Other department team members

**Person Specification:**

**Essential:**

**Desirable:**

<b>Skills and knowledge:</b>	<ul style="list-style-type: none"> <li>• Technically astute</li> <li>• Administrative skills</li> <li>• </li> </ul>	•
<b>Qualifications required:</b>	<ul style="list-style-type: none"> <li>• Trade qualified</li> </ul>	•
<b>Key competencies:</b>	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Technically Minded</li> <li>• Customer orientated</li> <li>• organised</li> </ul>	
<b>Work experience:</b>	<ul style="list-style-type: none"> <li>• 1-2 years in a previously similar position</li> </ul>	•

**Approved by:**

**Date:**

Nov 2019