



WORKSHOP SUPERVISOR – FLEET MAINTENANCE

Position Number: 2457 - Level: Technician 1

ANZSCO: 321211

JOB DESCRIPTION FORM

THE ROLE

The Workshop Supervisor is responsible for undertaking, and directly supervising the personnel undertaking, vehicle maintenance and repair work as well as conducting quality assurance testing on completed works.

The Workshop Supervisor maintains service and maintenance schedules and programs, ensuring that these are carried out within agreed timeframes. They also monitor priorities and reallocate resources as required to achieve service bench marks and promote and support a positive work environment that focusses on safety and quality of work.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

CORPORATE SERVICES
ASSET PLANNING AND DELIVERY
FLEET AND EQUIPMENT SERVICES

THIS ROLE REPORTS TO:

Role: Fleet Maintenance Coordinator Metro (P2457)

Level: 5

POSITIONS THAT REPORT TO THIS ROLE:

Mechanical Technician x 8

Level: Technician 2

Body Builder Technician

Level: Technician 2

Quality Assurance Technician

Level: Technician 2

Auto Electrician x 2

Level: Technician 2

Technician Assistant

Level: Technician 5

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Supported by an extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

Employees are required to undertake all duties and responsibilities in accordance with the Department's Code of Conduct, Policies/Procedures and relevant legislation.

DESCRIPTION

Supervision and Quality Control

- Directly supervises personnel and all jobs conducted in the Fleet Maintenance Section and allocates resources according to agreed priorities to achieve service delivery benchmarks.
- Ensures accurate maintenance records of all work are completed, certified and correct.
- Ensures the timely completion of scheduled maintenance programs and all corrective and emergency repairs for fleet vehicles.
- Ensures all work is performed safely, according to approved procedures, to required quality standards and repair times.
- Participates in maintenance planning.
- Contributes to the development and improvement of maintenance scope of works and service benchmarks.
- Performs pre-delivery quality control inspections on new and refurbished vehicles, completes inspection reports and conducts debriefings with the Fleet Engineering Section.
- Recommends and contributes to business improvements within Fleet and Equipment Services.
- Monitors and checks all fixed and mobile plant and equipment in the Fleet Maintenance Section.
- Instructs apprentices on correct trade practices and ensures a wide range of learning is available to them.
- Responsible for workshop end of day procedures.
- Commits to maintaining the security, cleanliness and safe working environment practices within the Fleet Maintenance Section (including sub-contractors).
- Actively promotes and supports a positive work environment by building and maintaining professional and productive relationships with internal and external stakeholders.
- Values difference and diversity, understands the needs of others and shares learning by supporting and developing staff.
- Keeps managers, team members and other clients informed of progress and changes priorities when requested to ensure organisational requirements are met.
- Supports the team to assist customers with their requirements in a prompt and courteous manner and handles complaints where able to. When necessary escalates issues on to Management for further action.
- Performs general cleaning (including detailing of fleet, associated parts and equipment) and housekeeping duties in the workshop and individual work area.

Maintenance and Repairs

- Performs both in-house and mobile preventative maintenance, inspections, servicing and repairs including mechanical, auto electrical and body building/fabrication repairs.
- Participates in an out of hours roster, including returning to work outside hours as directed to undertake urgent work.

Other

- Adheres to the Code of Conduct and ensures behavior is honest, professional and ethical.
- Undertakes other duties as required.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL PRE-REQUISITE

1. Possession of an unrestricted heavy rigid (HR) licence which must remain valid for the duration of employment.
2. Certification in Heavy Automotive Mechanics or allied trade.

ESSENTIAL CRITERIA

1. Wide range of work experience in an automotive mechanical field and demonstrated ability to undertake technical analysis and use problem solving skills.
2. Considerable experience supervising a team of workshop technicians to achieve outcomes according to agreed programs on time whilst ensuring safety and quality are maintained.
3. Effective communication and interpersonal skills that demonstrate ability to build positive relationships with team members, management, and clients.
4. Knowledge of and experience using quality assurance processes and procedures.

POSITION INFORMATION

LOCATION: O'Connor

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work during and outside of normal business hours to assist with emergencies.

This position is required to be part of an out of hours contact roster and return to work outside hours when requested to complete urgent work.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of this position.

Authorised and signed by:

DIRECTORATE ASSET PLANNING AND DELIVERY

Name: Mike Waters

Signature: 

Date: 9/11/2015

MANAGER RECRUITMENT AND PAYROLL SERVICES

Name: Paul Critchison

Signature: 

Date: 09.11.2015

JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: Sue Folkers

Signature: 

Title: RECRUITMENT COORDINATOR

Date: 09 NOVEMBER 2015

