Workshop Manager|

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| GENERAL DETAILS | | | |
| **Job Title** | Workshop Manager | **Location** | Knighton |
| **Department** | Service Department | **Manager** | Branch Manager |
| **Manages people** | As required | **Budget Responsibility** | NAs required |

**About us***Part of the Dunstall Holdings Groups, Rea Valley Tractors (RVT) was established over 40 years ago and is a leading regional agricultural machinery dealer. We supply an extensive range of agricultural machinery throughout Shropshire, Staffordshire, Derbyshire and mid Wales and also sell high-quality used equipment across the UK and abroad.*

**About the Role**

Executes customer requests by coordinating and directing the service workload for maximum efficiency and productivity while providing quality repair work.

**Responsibilities**  
*On a day-to-day basis you will (this list is not exhaustive):*

* Greets customers and listens carefully to their needs.
* Plans and allocates work for Technicians based on their expertise and skills.
* Directs and assists Technicians in their tasks to ensure repairs are completed correctly.
* Ensures that service processes, policies and guidelines are followed and applied safely.
* Maintains good discipline and organization for the workshop/surrounding areas, ensuring it is clean, tidy and safe.

**Candidate Requirements**

* Previous experience in a team leader and customer facing role
* An excellent ability to communicate effectively amongst a variety of people
* Ability to coach team members to achieve and exceed their goals
* Ability to work under pressure.
* Competent knowledge of agricultural equipment and the farming industry