

**Position:** Workshop Forman  
**Business Unit:** Barons  
**Location:** Tokai  
**Reporting to:** Service Manager



## Overview: Job purpose and deliverables

**Purpose of the role:** To supervise all workshop administrative requirements through a centralised record keeping system.

### Key deliverables and outputs:

- Control strategic direction and staff motivation
- Control and motivate workshop staff
- Meeting CSI objectives especially – FIX RIGHT FIRST TIME
- Meet quality and productivity objectives
- Establish staff training needs
- Control workshop loading and breakdowns
- Taking care of warranty failed material
- Control of workshop expenses and tool equipment
- Be required from time to time to repair and maintain vehicles
- Distribute jobs
- Liase with tech and service advisor
- Plan carry overs etc

### Internal customers:

- Service Managers
- Service Advisors
- Technicians

### External customers:

- Suppliers
- OEMs

# Overview: Essential individual competencies to be successful in the job

## Academic qualifications:

- Matric
- Relevant Diploma/ Degree
- Qualified Technician with NTC 3

## Work experience:

- Must have been exposed to a large workshop
- Proven track record in Customer Service
- Computer Literate
- Knowledge in the interpretation and implementation of strategic plans of the business

## Knowledge and Skills:

- Organisational Skills
- Microsoft Office skills (Excel, Word and Outlook)
- Ability to work in a highly pressurised environment
- Time management
- Communication Skills
- Technical Skills
- Problem Solving Skills / Diagnostic skills
- Coaching Skills
- People and Supervisory Skills

## Behavioural Attributes:

- Organizational awareness
- Concern for customer service
- A strong drive to create value for the customer
- Decisiveness
- Judgement
- Entrepreneurial drive
- Business acumen
- Concern for standards.

### Level of Decision-Making

Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).

### Level of Problem Solving

Problem solving requires specialist and/or highly technical ideas/concepts.

**APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 05 April 2025**

Email: [Recruitment@nmi.co.za](mailto:Recruitment@nmi.co.za)

**Please use reference number: Workshop Foreman Barons Tokai**

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy