

Position: Workshop Foreman
Business Unit: Garden City Commercials
Location: Mbombela
Reporting to: Service Manager



Overview: Job purpose and deliverables

NMI is looking for an experienced Workshop Foreman to oversee daily workshop operations, lead the technical team, and ensure quality workmanship. If you're a strong leader with automotive expertise, this role is for you.

Purpose of the role:

The core purpose of this position is to maintain excellent service levels and maintain sales levels as required by budget. To be successful in the role, you would have a passion for customer satisfaction and building good relationships and acting as an advisor to your clients. You would be assertive but remain diplomatic in your approach and maintain productivity levels and up-selling.

Key deliverables and outputs:

- Offer all possible add-on sales to increase revenue and maintain an optimised parts sales ratio
- Obtain all relevant & accurate information from the customer; follow-up with customers for whom parts were ordered
- Ensure that warranty work is done in line with manufacturer's warranty policies & procedures
- Adhere to dealership policies/procedures
- Confirm payment method and obtain payment authorisation before work starts
- Adhere to all Franchise Core Standards
- Ensure adherence to procedures and time requirements
- Monitor and control cash sales outstanding, correct payments obtained and debtor's queries controlled
- obtain a signed indemnity letter for loan cars; copy of ID document and license obtained
- Keep the customer informed of progress at all times and follow on work required; customer contacted at least twice in course of
- the day
- This position also costs Job Cards and ensure accuracy at all times, and maintain effective liaison and professional relations with workshop staff

Overview: Essential individual competencies to be successful in the job

Academic qualifications

- Matric Certificate
- Unendorsed driver's license

Work experience

- Computer literacy
- Kerridge systems experience is essential
- Warranty policies and procedures
- Previous experience

Knowledge and Skills

- Ability to work without close supervision
- Fluent, clear communication
- Professional telephone etiquette
- Ability to up-sell
- Time management

Behavioural Attributes

- Willingness to work flexible hours/overtime
- Professional appearance & 1st impressions
- Attention to detail
- Sense of urgency

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: 30 June 2026

Email: Recruitment@nmi.co.za

Please use reference number: Workshop Foreman – GCC Mbombela

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