



NRAP
INTERNATIONAL LIMITED

WORKSHOP FOREMAN JOB DESCRIPTION

The main responsibility is to ensure that Clearing and Forwarding function has its strong footing in the company by using the best methods to attract customers, maintain their needs in term of efficient delivery and rewarding services to improve revenue generation for the company.

The Employee shall report to the Managing Director/Chief Executive Officer

COMPETENCIES

Competencies encompass knowledge, skills, and abilities, combined with other personal characteristics such as proactivity and motivation that contribute to successful individual and organizational performance. Competencies are not only about what you know, but how you apply what you know.

At our company competence is defined as the “Ability and will to perform tasks through applying knowledge and skills.” This means that competences are demonstrated and observable as we perform our work.

We differ between Professional Competencies, General knowledge and skills and Personal Competencies.

- Professional Competencies are the specific duties and task identified in the generic role. Professional competences highlight the abilities needed to perform the duties and task of the role and can be observed at work. E.g. “Prospecting” or “Workshop Management”.
- General Knowledge and Skills are needed to perform the duties and tasks of the role. Knowledge is the theoretical understanding of a subject, and skills are proficiency in performing a physical or mental activity. General knowledge and skills are general to many roles. E.g. “Accounting”, “Welding”.
- Personal Competencies are qualities we need to demonstrate for successful work results. E.g. “Proactivity” or “Teamwork”.

Company general competency scale for defining required competency level:

1. **Acquire:** Learning to be able to apply competence in work situations. Able to apply competence in work situations using support.
2. **Apply:** Able to apply competence in work situations independently without support.
3. **Guide:** Able to apply competence in work situations with extraordinary or complex conditions and guide and lead others.
4. **Shape:** Considered as an expert and drives the development of new concepts and methods
5. **Innovate:** Considered as an authority in the field, both internally and externally

KEY DUTIES AND RESPONSIBILITIES

| DUTY | TASKS | |
|--|---|-------|
| Workshop production Optimize the workshop flow by leading and supporting technicians, acting in real time, ensuring safety, quality and cost-efficient job performances | <ul style="list-style-type: none"> • Interact with the Team Leaders for planning the work orders • Monitor and act in real time to fulfil customer and SHE requirements • Lead the workshop by work prioritization and job allocation according to employees’ competence, abilities and workshop capacity • Monitor work progress and spot deviations in delivery time • Re-plan the workshop to fit in any additional jobs during operations • Review work orders to ensure that all actions have been documented according to workshop policies and procedures • Identify, suggest and decide if additional work is needed, inform Team Leaders thereof • Provide technicians with instructions and directions ensuring proper use of skills, equipment, procedures & tools • Take the time to discuss a problem or job with the technicians to find best solution for customer • Assist the technicians in the execution of tasks when needed • Take responsibility for workshop cleanliness and tidiness, taking actions when necessary • Monitor the workshop production to encourage continuous improvement • Test drive vehicles when required or if Technician not available. • | Apply |
| Workshop communication Secure communication throughout the production and interface with | <ul style="list-style-type: none"> • Interact with the Team Leader and Managers to secure communication and flow of information • Co-operate with other departments, ensuring a conscious and proactive approach. • Liaise with the Stores Manager on issues affecting availability of parts, and to take responsibility for parts | Apply |
| Workshop communication Secure communication throughout the production and interface with other departments and customers | <ul style="list-style-type: none"> • Interact with the Team Leader and Managers to secure communication and flow of information • Co-operate with other departments, ensuring a conscious and proactive approach. • Liaise with the Stores Manager on issues affecting availability of parts, and to take responsibility for parts ordering in the absence of a Store manager by proper approval • Take active part in pulse meetings | Apply |
| Workshop planning Ensure workshop utilization and efficiency by setting routines and planning the work. | <ul style="list-style-type: none"> • Set routines for spotting deviations and acting in real time (re-work, warranty matters etc.) • Set routines to ensure available resources to complete planned work and fulfil customer expectations • Set routines to secure resource availability regarding tools, special equipment and parts • Set the content for and hold daily planning and follow up meetings, allocate work orders, resources etc. • Set routines and rules to fulfil SHE requirements • Plan the work handover at the end of the shift • Replace, repair and calibrate tools, as well as request purchase of new tools securing the workshop infrastructure needed to carry out work • Make proposals for improving the workshop offer: local campaigns, service portfolio etc. • Make proposals for improving the workshop offer: local campaigns, service portfolio etc. | Apply |

GENERAL KNOWLEDGE AND SKILLS

| Competencies | Description | Target Level |
|------------------------------|--|--------------|
| Coaching | Helping others to make the most of their qualities and competences to accomplish tasks and solve problems. Encourage a “Dare to try, Manage the risk approach”, allowing learning from mistakes | Apply |
| Products and services | Maintains an up to date understanding of products and services necessary to perform duties and tasks. Understands company services value proposition connected to processes and business | Apply |
| Repair and maintenance | Demonstrate understanding of company repair and maintenance concepts, troubleshooting, repair methods and techniques, vehicle technical aspects, tools and equipment. Ability to use instructions and documentation. Ability to conduct repair and maintenance on company service. | Apply |
| SHE | Demonstrates understanding for importance of safety and health policies, procedures and regulations in daily work. Creates and safeguards a healthy, safe and sustainable work environment for all employees. | Guide |
| Using Information Technology | Using software and information technology to accomplish one's work. | Apply |

PERSONAL COMPETENCIES

| Competencies | Description | Target Level |
|-------------------------|--|---|
| Communication | Listening and communicating openly, honestly and respectfully with different audiences, promoting dialogue and building consensus | Level 3 – Guide Adapts communication |
| Customer Focus | Providing service excellence to internal and/or external customers | Level 4 – Shape Provides seasoned advice |
| Ensuring Accountability | Holding yourself and others to high standards of accountability and creating an infrastructure and transparent corporate culture that supports and measures personal and organizational responsibility and accountability. | Level 2 – Apply Promotes accountability within teams |
| Planning and Organizing | Reaching goals that are central to organizational success by making and following plans and allocating resources effectively | Level 2 – Apply Plans and organizes group activities |
| Problem Solving | Identifying problems and the solutions to them | Level 2 – Apply Solves basic problems |
| Result orientated | Demonstrates the effort, willingness and ambition to achieving results. Meets objectives and responds proactively to avoid disappointing results. | Level 2 – Apply Works towards goals proactively, recognizes and eliminates obstacles |

INTERFACES

- Customers - meet Internal customers to understand and explain complex technical details regarding work to be carried out or done in the workshop
- Warranty– take decisions regarding warranty to secure brand promotion and image
- Body-builders - offer technical support and secure competence for delivering agreed solutions

APPLICABLE PROCESS, STANDARDS AND GUIDELINES

- Complying with SHE regulations
- DCS: Dedicated Customer Service
- Complying with government regulations

DESIRABLE EDUCATION AND EXPERIENCE

- Degree in fields such as industrial technology, mechanical engineering technology, or a related field can be sufficient, Team leader or leadership education will be advantage for the role
- Previous experience in automotive industry/workshop environment

Other requirements

- Driver’s license. Note that certain test drives require specific license

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Application Deadline 21st November, 2024