JOB DESCRIPTION

Workshop Manager

Division	Floorcare / Wastecare
Reporting To	Divisional Manager

Job Responsibilities

1. Workshop Operations & Maintenance

- **Supervise repairs:** Oversee daily troubleshooting, servicing, and overhauling of various cleaning machines (electrical, battery-operated, mechanical, and hydraulic systems).
- **Preventive maintenance:** Create and schedule routine maintenance plans to lower machine breakdowns.
- **Quality control:** Inspect fixed machines before release to ensure they meet performance and safety standards.

2. After-Sales Service & Customer Support

- **Client communication:** Update customers on repair progress, provide cost estimates, and answer technical questions.
- **Warranty claims:** Handle warranty repairs, evaluate failed parts, and coordinate with manufacturers or suppliers.
- **Field support:** Send out field service technicians for on-site machine breakdowns or client training when needed.

3. Parts & Inventory Management

- **Spare parts control:** Keep track of essential spare parts and tools.
- **Vendor relations:** Order parts from suppliers and manage local purchasing costs.

4. Team Leadership

- **Staff management:** Assign daily tasks, set work schedules, and track technician performance.
- **Training:** Provide technical training on new cleaning machine models for your team.

Qualifications & Key Competencies

- Bachelor's or Master's Degree in Mechanical Engineering or other relevant.
- A minimum of 3 years of same industry experience as a Workshop Manager.
- Strong customer service, problem-solving, and leadership abilities.
- With UAE valid driving license.