

EXTERNAL VACANCY

JOB REFERENCE: WORKSHOP CONTROLLER

LOCATION: WALVIS BAY

CLOSING DATE: 18 November 2025

To ensure service and repairs to customers vehicles are carried out at optimum levels of quality, ensuring customer satisfaction is maintained at the highest level of CE Control. Allocate jobs as per skill set of productive staff members.

KEY PERFORMANCE AREA:

- Maximize workshop productivity by ensuring efficient workflow.
- Categorize jobs daily in terms of major/minor services and repairs, electrical and sublets.
- Responsible to assign jobs taking cognizance of technical skills, ensuring optimal resource utilization.
- They identify and implement process improvements to enhance efficiency and minimize bottlenecks.
- Optimum loading of workshop in accordance with hours available.
- Responsible to monitor progress of jobs allocated against work waiting to be allocated.
- Ensure that all work is completed to the required TSAM and Indongo Automotive Group standards.
- Prioritize comebacks and complaints ensuring timely resolution.
- Act as a bridge between service advisors and technicians, facilitating clear communication and collaboration.
- Monitor the supply of parts to ensure maximum availability and minimize waste.
- In conjunction with the Foreman, lead, motivate and develop the team to achieve daily targets.
- Initiate and generate activity and introduce changes into work processes.

COMPETENCIES / SKILLS:

- Have a Passion for Excellence and Results, with a "First time right" attitude.
- Effectively prioritize and multitask, initiate and follow through.
- Ability to work under pressure and meet deadlines.
- Exceptional Communication & Interpersonal skills
- Ensure the highest standard of courtesy and efficiency in customer contact.
- Good Time Management Skills
- Organizational Skills
- Be a Team Player
- Excellent Technical Skills

EXPERIENCE AND QUALIFICATIONS:

- At least 2 years' experience in this field.
- Toyota franchise experience will be advantageous.
- Valid driver's license.
- Grade 12

Candidates meeting the requirements as per advertisement may apply.

Previously disadvantaged and people with disabilities are encouraged to apply.

Please submit full application through our official recruitment portal at www.jobopportunities.net