

WORKSHOP ADMINISTRATOR

Job Summary

The Workshop Administrator will be responsible for assisting the Workshop Controller with coordinating the daily workshop schedule and associated activities.

Specific Duties and Responsibilities

- To maintain the daily workshop schedule and allocation of resources
- To maintain and prepare requisitions for material from the operation and accounts department as required and allocate recommended labour time to projects
- To ensure no work is carried out without authorization where required
- Inspect and constantly manage quality control
- Send updates on jobs to all teams concerned. You are the center point of contact for all department administrative department
- Take and maintain stocks of all workshop equipment, items and material
- Maintain the department resource planner schedule for daily, weekly and monthly
- Manage all induction and access requests for the workshop facility
- Expediting of department requisitions and equipment return
- Management of department equipment certification
- Organize travel, accommodation (and visas where required) for all department personnel and raise necessary Requisitions
- Compile daily, weekly or monthly reports for the tracking of overtime hours, personnel allocation and dept ma hour
- Maintain and promote a safe working environment within the workshop
- Ensure all trucks are packed appropriately and have check list
- Ensure all deliveries and made timely and with no damages
- Ensure on return of goods all are in good condition and store in the correct place
- Data Capturing: Update Workshop attendance and Machine productivity registers
- Managing Workshop vehicles and fleet management (scheduling maintenance, coordinating drivers duties, cleaning)
- Assist HR office and Accounts with arranging timesheets, submitting leave forms and maintaining the spreadsheet or Works orders
- Making a list for the day to day requirements of the workshop purchases in a timely manner to avoid last minute purchase to avoid delay production
- Responsible for the cleanliness of the workshop

- Responsible for the First Aid Box
- Maintains security by following procedures, monitoring logbook, employees attendance, driver and staff where about
- Responsible for job allocation and job flow in workshop including job scheduling and labour allocation for day to day operations
- Coordinate resources, (operational and human) schedules and activities to effectively manage jobs
- Ensure supplies are ordered for each job
- Assist with quoting, project management, material purchasing and quality checks
- Ensure correct job numbers are used and that time records are correct
- Manage inwards goods, checking quantities, dispatching goods and receipting invoices
- Regularly report progress on each job and quickly communicate delays or concerns with the Director - Operations. Report on manpower overruns or shortfalls
- Act as a technical adviser on key projects and other areas of the business as requested
- Work with the Director - Operations to respond to clients requests for updates on the status of their jobs and keep the communication channels open to ensure information is accurate
- Identify clients needs and explain/demonstrate, which may involve technical descriptions of products and the way they may be used
- Receive and review feedback from customers and followup to ensure customer satisfaction
- Work with the Directors to investigate customer complaints and concerns arising from products and suggest appropriate solutions. Discuss with team to identify appropriate course of action
- Develop and implement systems to record, file and store information pertaining to client enquiries
- Identify staff that require on-going training and implement training opportunities to ensure their skills are improved. Work with apprentices and semi-skilled staff to role model appropriate technical skills
- Provide feedback to staff that is not performing to the expected level and ensure human resources are informed of trends in performance
- Promote a Health and Safety culture within the business
- Managing the process of the pre-production and post-production report for project evaluation
- Tracking performances of permanent and casual contracted staff
- Meeting company values and goals
- Ensuring projects are done within the timelines and quality that the company has set

Job Skills

- Grade 12 minimum and preferably an office management/administration qualifications
- Minimum 3 years work experience preferably in a manufacturing environment
- Technical knowledge and understanding of technical drawings would be preferable
- Must be comfortable in a workshop environment
- Excellent communication skills in both Swahili and English with a confident and assertive personality
- Ability to take direction but also use own initiative and be proactive
- Excellent administrative skills
- An ability to remain calm under extreme pressure
- Detail oriented and works with a high degree of accuracy
- Ability to multitask and meet changing deadlines
- Great attention to detail
- Being a team player
- Computer literate, proficient in excel, word
- Demonstrate strong organization and communication skills
- Excellent administration skills are essential
- Ability to work on own initiative
- Demonstrate attention to detail