

Business Name: BGS Intelligent Door Solutions

Job Title: Depot Supervisor

Location: Newcastle

Pay: Depending on experience

Job Description:

The main purpose of this role is to assist the Depot Manager achieve the goals of the business unit by utilising effective scheduling and communication while monitoring all engineer activities to ensure the delivery of an exceptional customer experience.

Key Responsibilities:

- Goods Receipting
- Ordering Goods / Equipment / Materials
- Stock Management
- Programming / Scheduling Work & Engineers
- Dealing with Customer Issues
- Call Handling
- Risk Assessment Method Statements (RAMS)
- Adhering to Quality Management Systems (QMS)
- Supporting Depot Manager
- Out of Hours Rota
- Raising Orders / Quotes
- Dealing with Proforma Customers
- Customer Enquiries
- Managing Regional Emails
- Site & Vehicle Audits
- Raising Invoices
- Internal Team Communication
- Capturing & Recording Engineer Commissions
- Following up Quotes & Orders
- Maximising Sales Opportunities
- Obtaining Materials / Goods / Equipment Quotes
- Attend Health & Safety Meetings
- Support Marketing Campaigns & Digital Media

Essential requirements:

- Computer Literate
- Well Organised
- Good & Clear Communicator
- Team Player
- Work on own initiative
- Good Planner
- Good Leader / Strong People Skills
- Flexible
- Door Industry Knowledge (Preferred)