



THE ROLE

Reception Engineer

Department:	Fleet Services
Role Code:	FL25
Grade/Role:	6
Responsible to:	Workshop Manager
Responsible for:	No line management responsibility
Date Revised:	July 2024

Job Purpose:

To protect and save life, property and the environment by maintaining close liaison with customers through both Fleet Management and External Services. Assisting with the utilisation of resources, by notifying customers and providing vehicles or equipment for the Workshop Loading Plan.

Main Duties and Responsibilities:

1. Liaise with customers, responding courteously and promptly, to enquiries or requests. Efficiently answer telephone calls, recording any message, or request for assistance. Ensuring continuity with parties on actions taken. Amend training room calendar for bookings.
2. In liaison with Workshop Supervision, diagnose defects by preliminary examination of vehicle or equipment condition. Report Workshop property defects and maintain register.
3. Control workloads for the light vehicle bay, liaise with and instruct Engineers, and control work progress. Ensure Workshop supervisor is informed of developments. Liaise and co-ordinate with Workshop Supervision, Stores Staff and Workshop Engineers. Ensure customers are updated with progress and costs.
4. Have responsibility for warranty items (up to 7.5 tonne vehicles). Ensure they are dealt with efficiently and effectively. Liaise with other departments and manufacturers to ensure vehicle down time is kept to a minimum. Liaise and arrange with manufacturers vehicle recalls (up to 7.5 tonne).
5. Identify customers' precise requirements prior to raising documentation using Fleet Management computer systems. Ensure these needs are fully recorded and vehicle/equipment details are correct to enable work to be promptly completed.

Role Profile

6. Apply initial times to job cards through approved VMRS Codes and the Schedule of Rates applicable for vehicles or equipment. Use of E3 Technical (Autodata) to produce service sheets and repair times for Light vehicles.
7. Responsible for the customer computer history file and database by raising job cards and recording of work. To contact customers for planned preventative maintenance, inspection or standard tests. Make appointments for annual MOT tests on behalf of customers. Raise invoices and receive card payments for MOT tests for external customers.
8. Obtain customers authorisation to proceed for non-routine work such as accident repair, non-routine maintenance and repair, development, or manufacturer's warranty. Keep customers informed of work progress or additional tasks identified during the repair process. Record authorisations to ensure full auditability. Raise invoices and take monies for work carried out.
9. Check completed job cards using FMS computer programmes, ensuring that work in progress is cleared within specified times or the cut-off dates identified during each day, week or month.
10. Carry out MOT Station Administrator Role following training (If required).
11. Ensure documentation used is current and controlled under the Quality Management System. (Q-Pulse) Make contingencies for times when the FMS (Tranman) is unavailable.
12. Partake in a rota system for 24-hour call-out duties in a supervisory capacity. Carry out internal audits in line with ISO 9001:2008 QMS (following training if/when a position is available).
13. Carry out weekly checks on available Workshop pool vehicles, ensure cleanliness of vehicles is maintained and report issues to Workshop Management.
14. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.