

## Shop Controller

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### **DEFINITION**

The Shop Controller is responsible for the week to week coordination and scheduling of preventative and predictive maintenance of gasoline and diesel powered vehicles and equipment. This work involves participation in diagnostics, determining time requirements for repairs, parts availability, job assignment with scheduling grids/outlines, monitoring, recording and reporting overall shop performance and revise schedules as required. Where there is a gap in internal resources to meet workloads, the controller coordinates with Fleet Maintenance for sourcing additional repair capability from other Fleet Services facilities through cross loading of work and/or assignment of work to commercial vendors. The decisions made by the incumbent will impact shop efficiency, effectiveness and productivity and directly effect customer satisfaction.

The Shop Controller maintains and updates the shop schedules to meet commitments to customers. Considerable judgement is required as controllers are involved in all aspects of shop activity, customer contact, as well as outside service vendors. Incumbents in this class perform service schedules, work plans and make decisions concerning scheduling and approvals in conjunction with customers.

Employees in this class perform a variety of administrative support functions including creation and approval of material requisitions, job estimates, warranty documentation, contractor invoices, and shop reports.

### **TYPICAL DUTIES \***

Schedules work that is assigned to technicians, monitors the progress of jobs, adjusts shop schedules when required and notifies the shop's administrative personnel, garage foreman and shop supervisor on the current status of workload schedules and customer service commitments

Assists the Vehicle Status Control Clerk with customers requiring shop services, provide immediate diagnostic services when necessary, advises the customer of current loading, time and material requirements and deals with any changes to scheduled repair service commitments.

Assists the facility supervisor with various aspects of shop administration including availability of staff, shift compliments and absences, stocking and ordering of replacement parts, scheduling appropriate utilization of facility resources to prevent back logs, allocating shop space, and outsourcing work out to contractors.

Using a collaborative approach with the garage foreman ensure that there is sufficient work, predictive and preventative, for service technicians to perform, provide estimates of time and cost and monitor progress on major repair projects.

Reschedule planned maintenance due to climatically driven repairs; collaborate with garage foreman on emergent repairs/situations. Ensure customers and shop personnel are aware of revised schedules.

Liaises with customers to approve and schedule work, report on work in progress and effectively deal with concerns on quality and performance.

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Contacts private sector shops to determine availability of resources, time and cost estimates, completes necessary requisitions and other documentation as required. Authorizes extent of work to be completed, completes on site inspections, audits and authorizes invoices for payment.

Monitors and approves outsourced work, conducts vehicle road tests and initiates and follows up on warranty repairs or other remedial work required.

Ensures that appropriate safety procedures are followed within the shop and assists with safety and security issues as required.

Performs related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of a large scale repair and maintenance shop environment, procedures and associated scheduling, loading analysis and planning.

Knowledge of the mechanical function as it applies to the safe maintenance and repair activities within the shop as well as the limitations and capabilities of the current shop environment.

Knowledge and familiarity with a wide range of mechanical and vehicle equipment and vehicles and their associated servicing and repair requirements, and to recognize unsafe and unhealthy conditions and to correct same.

The ability to accurately and quickly diagnose customer problems, meet service delivery expectations and commitments in accordance with customer requirements and current shop resources.

The ability to effectively plan, implement and monitor a wide range of concurrent repair and maintenance schedules to ensure optimum shop performance and cost containment and to make changes to schedules in response to emergent or other unusual priority situations.

Ability to communicate directly and in writing with customers, foremen and mechanics, outside service vendors and others in order to provide high quality shop maintenance and repair services.

Ability to assimilate new types of vehicles and equipment into the shop environment and to respond to changes in technology and methods.

Skilled in the mechanical trades, the use of office automation equipment, computer support programs and associated facility equipment.

The ability to develop, maintain and support collaborative and cooperative working relationships.

Demonstrate a standard of performance that is guided by ethics, organizational values, integrity and respect for others.

Maintains awareness of current policies and procedures which affect the organization, department, branch and section.

Builds and strengthens partnerships with internal and external contacts to improve service delivery.

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### TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Grade twelve (12) or equivalent supplemented by Alberta Journeyperson certification as a Heavy Equipment Technician and/or Automotive Service Technician.

A minimum of 5 years of progressively responsible experience required within a large and multi-disciplinary fleet repair and maintenance environment combined with the approved education. Completion of Level I Foremanship Training or the equivalent recognized by the City of Edmonton; incumbents must successfully complete Leading People for Results within 3 years of appointment.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

SHOP\_CONTROLLER\_JOB\_CODE\_\_1366\_-\_2010

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	1366			
Last Updated:	2010-02			
Previous Updates:				
Originated:	1999-03			