



**WE ARE
HIRING
VACANCY**

Vacancy: BMG World Light Material Handling, 00012701 Gauteng South Africa.
Field service Supervisor V3081

Closing Date: 30 January 2023



Job Purpose

This is a responsible people leadership position in which the incumbent is to control, motivate, direct teams of field service personnel to conduct various onsite installation, maintenance and related service work allied to the BMG product range. All in accordance with regional business objectives and customer action plans.

Roles & Responsibilities:

- Ensure scope of work detail is accurate from where charge rates may be quoted.
- Assign tasks to subordinates
- Manage and support field service assignments and manage individual productivity
- Ensure all relevant commercial detail is relayed back to the FS Planners
- The service records are accurate, and that final task reflects the full scope of service Manage Vehicle, tooling, and equipment to ensure availability and serviceability
- Undertake skill assessment and arrange training where necessary.
- Institute corrective action where KPIs and key measurable are falling short or agreed targets.
- Ensure that contractors packs are in place and up to date.
- Ensure staff are compliant with Health and Safety standards.
- Ensure staff are medically certified
- Facilitate specified technical training for BMG staff and customer as and when required.
- Investigate work failures, trouble shoot and lead corrective action
- Increase customer awareness of field services capabilities
- Develop and lead a fully skilled, equipped, and motivated FS team.
- Billing labour managed against targets set.
- Control expenses and reduce wastage
- Optimise resources and maximise productivity
- Enhance customer satisfaction through quality service and value enhancement
- Manage risk

Minimum Requirements:

- Applicant must be in possession of a technical qualification
- 5 years' experience in people leadership and management.
- Minimum 5 years technical Field Service experience
- The applicant must be familiar with the industry into which BMG trades and can demonstrate a sound understanding of the associated technical aspects that are likely to be encountered within the target market.
- Valid code 08 driver's license.
- Valid passport with related travel as and when required
- Be willing to undergo a medical fitness examination
- Be willing to beyond normal hours and undertake to fulfil standby duties

All internal applicants are required to complete an IVAF form signed off by line manager prior to submitting application.
Email CV's to: Arsh Ndhlovu at arshian@bmgworld.net - "Field service Supervisor V3081" must be quoted in subject of the e-mail.

Closing date for applications - 30 January 2023.

If you have not received notification regarding your application within 1 week after closing date, please accept that your application was unsuccessful.



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Quality Components

Technical Expertise

Superior Service

PART OF EVERY PROCESS