

INTERNAL VACANCY



Epta UK - Regional Operations Supervisor	
Department: After Sales	Section: Service
Job Title: Regional Operations Supervisor	Responsible To: Service Area Manager
HR Reference Naomi Maidment	Deadline: 1st March
Purpose: A vacancy for a Regional Operations Supervisor – has arisen within the After Sales Department reporting directly to the Service Area Manager. Ideally candidates will have proven leadership skills, providing technical support and guidance to both field base and office-based staff. Good knowledge of supermarket refrigeration is required for this role.	

Principal Accountabilities and Responsibilities:

- Ensuring your area remains productive and SLA's, KPI's are met and maintaining customer satisfaction
- Managing the standby rotas ensuring cover across all areas within the allocated regions
- Managing operational costs ensuring cost efficiency
- Assisting your team members in their technical and practical skill development and training needs
- Deputise for the Regional Operations Manager in their absence
- Covering client meetings where required
- Assist the Regional Operations Manager with people management – appraisals, holiday, sickness and performance
- To support with all service related issues during busy periods and when required
- Administration duties as required

Competencies:

- People management skills along with a positive attitude and enthusiastic outlook
- Conversant with various Refrigeration systems
- Interpersonal skills: e.g. clear communication and instruction, assertiveness, problem solving and multi-tasking
- Flexible outlook to your working week as this can change daily
- Organisational skills and the ability to complete paperwork and reports as required.
- Use of Microsoft Excel, Word and Outlook

Involvement in the Integrated Management System is standard to this role and commits the employee to the objectives and targets of the company policies and the requirements of the Integrated Management System standards of ISO9001 Quality, ISO14001 Environment, ISO45001 Health and Safety

If you are interested in applying for this role, please forward an up to date CV with covering letter to Kaylea Beale, HR Department eptaukrecruitment@eptarefrigeration.com