

PDI SUPERVISOR

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Company: Al Babtain Group

Location: Kuwait

Category: other-general

Al Babtain Group was founded in 1948,our group was built on the values of integrity and commitment, driven by passion. True to the vision of our founders, today we represent some of the world's leading brands, spanning from the USA to the Far East.

Over the years, we have expanded our operations to include automotive, Information Technology, investment, industrial and finance, establishing a strong footprint in each sector with best practices. In key segments such as Nissan Middle East, we have earned the distinction of being a market leader, commanding the highest market share.

Furthermore, we have an active investment division that explores opportunities in the real estate sector, focusing on leisure, residential and commercial projects in the neighboring countries. This provides us with a steady stream of additional revenues. We enter new markets after in-depth research and thorough due diligence, followed by building of partnerships with leading players in the field.

The responsibilities of the PDI Supervisor include but are not limited to:

Estimate requirement of resources (such as manpower, skill matrix, tools, equipment's and arranges services for all orders to ensure vehicle is delivered as per schedule

Oversee maintenance of tools and resolve local administrative issues.

Approve parts replacement and repairs under warranty norms.

Collate documents such as claim forms etc... Submit estimation and claims to insurance agencies.

Provide technical explanation to Technical Cell with analysis of repeat jobs in order to efficiently service vehicles at PDI location.

Supervise the PDI inspection and ensure the quality of repair as per manufacturer's standard, ensure efficiency and productivity and ISO procedures are properly implemented.

Prospect with insurance companies for body-repair work.

Identify and direct improvements to be made to processes, Cross-check final inspections of vehicle (on a random basis), understand causes, advise, guide and direct technicians on making needed changes in order to provide quality services to customers.

Adhere to SLA's set for order fulfillment, ensure job cards are closed on time.

Discuss and set KRA and KPIs for team, review of their performance conduct floor-meetings, seek suggestions for improvements and ensure of work shop cleanliness.

Build relationship with sales – Retail and Fleet team, Delivery cell rep.

Specific Knowledge & Skills :-

Bilingual.

Excellent interpersonal skills.

Excellent customer service orientation.

Teamwork and Cooperation.

Education:

Diploma

Experience:

Minimum 6 years in similar position or related to business.

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