

## Job Summary and Requirements

Position Title	Auto Service Planner
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Position Purpose
Mowasalat Vision & Mission are “Building community through agile transport solutions by connecting Qatar safely and sustainably”.
<b>Purpose:</b> The Auto Service Planner will optimize Auto Service Center operations by planning, coordinating, and managing service appointments, resources & schedules.

Key Responsibilities
Schedule service appointments efficiently, ensuring optimal utilization of workshop resources, including workforce, parts, and equipment, while confirming appointments with customers
Ensure resource availability for scheduled services by coordinating with the workforce, parts, and equipment suppliers, identifying potential conflicts & resolving issues proactively
Monitor service progress in real-time, identifying potential delays or issues, communicating with technicians and supervisors & taking corrective action
Revise service plans promptly to address unexpected service needs due to breakdowns, collaborating with technicians and supervisors & communicating changes to customers
Keep Operations informed of updates or changes to service delivery schedules through regular communication and collaboration
Coordinate with customers to confirm service appointments, requirements, and expectations, addressing concerns & updating customer records
Manage workshop workload effectively, prioritizing urgent repairs, assigning tasks to technicians, monitoring workload, and adjusting priorities
Collaborate with Procurement & Logistics department to ensure timely availability of required parts, reviewing parts requirements, and resolving potential supply issue
Analyze service data to identify trends, optimize scheduling, and improve service delivery, develop strategies & implementing changes
Develop & maintain comprehensive reports on service performance and metrics, tracking key performance indicators & presenting findings to stakeholders

Minimum Required Qualifications, Certificates & Skills	
Qualifications (e.g., Education)	Bachelor's degree in relevant automotive industry
Work Experience (e.g., Number of years and field / role)	5+ years in automotive service planning or management with expertise in workshop operations, customer service
Certificates & Trainings	Automotive Service Excellence (ASE) Certification, Automotive Service Planning and Scheduling (ASPS) Training or equivalent is a plus
Skills	Strong understanding of Operational Planning & Management, Communication & Customer Service and Problem-Solving & Adaptability