

Job Opening for Production / Assistant Manager

Full Time

Location: New Castle, In

Phone 765-529-5103

Email: careers@rileyandsons.com

Description

Riley & Sons is looking for a Production Manager that is result and quality driven. Responsible for the overall Production Operations of their facility, including Risk Management, Teammate Development, Production Metrics, production and administration. Maintaining company goals and standards for performance, growth and world class customer service.

Are you tired working for a place with no real leadership, or for managers that do not realize the value of quality workers? Maybe your tired of not getting the proper education to work on today's vehicles, or tired of having to work with broken and outdated equipment. Maybe you are just frustrated working in a dark dirty dungeon.

Then you owe it to yourself to apply for this job. Riley & Sons is place with a great team of individuals that are professionals at the top of their game. All Riley & Sons' locations are I-Car Gold Certified and believe in investing in their staff at all levels. Riley & Sons has been in business for over 63 years serving in three Indiana counties with 5 locations. Our facilities are clean, bright, and fully equipped with the latest equipment and technology. Come be a part of a winning culture!

Position Purpose

The Production/Assistant Manager is responsible for the overall leadership and management of the production staff. This position directs and leads the production teams and coordinates with the sales staff to ensure that sales, operational, and customer satisfaction targets are achieved by adherence to Riley & Sons' Operational processes. The Production/Assistant Manager is responsible for managing the quality, and the repair process and/or work-flow, of vehicles from the point of drop off to the delivery of the completed vehicle back to the customer.

Key Contributions

1. WIP Management: Continually monitors work-in-process and vehicles due in to maintain WIP count between 80-100% of target. Load balances when WIP is over 100%.

2. Overall Direction of Production: Manages the repair process of all vehicles in the production area, from pre-op through completion of repairs. In coordination with the Facility Manager formulates the daily production plan including the movement of vehicles between departments, and meets with each technician daily to discuss work assignments and schedules creating a plan of accountability and time driven completions for each stage of production to ensure cycle time targets are met. .
3. Conduct production walks throughout the day verifying times and actions per the 'daily Plan" and to adjust the daily plan when needed. Assign vehicles to technicians in a timely manner according to each employee's skills, experience and capabilities. Coordination of Pre-Op & Sublet Processes: Ensures that an extensive pre-op process is completed on every vehicle to create a complete and accurate repair plan and eliminate supplements. Makes decisions regarding sublet repair processing as needed and coordinates the timing of sublet work to keep overall cycle time as low as possible.
4. Vehicle Repair/Quality Control: Responsible for all repairs being completed right the first time, in adherence with Riley & Sons' quality standards. Consistently performs thorough QC checks before vehicle is painted, after paint, and before delivery. Ensures that OEM repair Procedures are being used and that ALLDATA information is provided to the technicians. Performs final quality control checks including road test before delivery of the vehicle to the owner. Ensures that trained back-ups are in place for QC.
5. Communication & Vehicle Delivery: Communicate daily to office and production staff on status for each vehicle that is on-site, and to communicate in a timely manner of any delays, part issues, and supplement needs. Log all necessary notes and communications in the CCC system. Models a sense of urgency in getting vehicles delivered as soon as completed.
6. Compliance: Ensures that production staff is adhering to appropriate repair and DRP procedures for DRP and OEM Repair compliance. Communicates effectively with insurance partners and responds expediently to any requests. Ensures that Riley & Sons' and DRP production, cycle time, and CSI goals are achieved or exceeded.
7. Team Engagement & Problem-Solving: Effectively participates in the morning production and admin meetings and instills a sense of urgency. Engages employees in effective problem solving manner, and sets daily production targets for each production member.

8. Leadership of Organized Workplace: Ensures all production employees are following Riley & Sons' safety and environmental requirements, and that required safety inspections and meetings are taking place. Holds self and others accountable for maintaining an organized and clean workplace. Ensures that routine facility and equipment maintenance is maintained. Ensure all production work areas are organized and that tools, materials and equipment are returned to designated areas. Reports any facility or equipment maintenance issues immediately to owners
9. Team Leadership: Recruits and retains talented production employees. Provides leadership, coaching, recognition and accountability that result in production members being high performers in a team environment. Participates in employee reviews and evaluations and corrective measures. Provides input on hiring needs. Ensures that all employees have the required industry & technical training for their position including OSHA, SAFETY, AND EPA training.
10. Administration: Follows all corporate policies and procedures including accounting, purchasing, HR/payroll, IT, and marketing.
11. Assist in Estimating/Sales, processing supplements, and processing total losses and total loss evaluations when needed.
12. Must have the ability to coach "Lean" production techniques to production staff and have a working knowledge of the principles of 5S. (Sort, Set in Order, Shine, Standardize, & Sustain)
13. Provide support and fill in for the Facility Manager when needed or when the Facility Manager is absent.

Position Requirements

- Thorough knowledge of collision repair processes gained through a minimum of ten years of hands-on industry experience.
- Ability and willingness to work in a structured, multi-unit environment and adhere to standard operating procedures and processes.
- Strong analytical and coordination capabilities; capable of effectively prioritizing and multitasking
- Computer literate.
- Highly-effective leadership skills, including above-average communication skills.

- Demonstrated commitment to continued learning by ongoing participation in I-CAR ProLevel training and other Riley & Sons/industry-required training
- Must maintain a valid state driver's license in order to drive any customer or company vehicle

Reporting Relationships / Contacts

Production /Assistant Manager reports directly to the Facility Manager's and owners. All repair production center employees report to the Production/Assistant Manager. Daily contact with employees, customers, vendors, and insurance partners.

Note: this document describes the Facility nature and level of work required of people assigned to this job. It is not intended to be an all-encompassing list of responsibilities, duties and skills. Duties may vary depending on the size of the repair facility and the corresponding staffing makeup.

Benefits

We are a 60 year old Family owned Business. Our benefits include Major Medical, Vision, and Dental. We offer paid vacations and paid major Holiday's. We also offer a 401 K retirement plan.

Please come and join our team of professionals. Riley & Sons is the largest collision repair facilities in Henry County, founded in 1957. Please fill out online application, at <http://www.rilevandsons.com/JobOpenings.aspx> or call 765-529-5103