

## ICTS Group – Workshop Supervisor Ghent

### Job description:

The Workshop Supervisor manages daily workshop operations and leads a team of technicians to maintain high standards of quality, safety, and efficiency. You will assign tasks, monitor progress, review job cards, and perform final inspections before vehicle release. The role also includes coordinating with the Parts & Warehouse and Customer Service teams to ensure smooth workflow and excellent customer service.

#### Main tasks:

- Supervise the daily activities of technicians and ensure efficient task planning and allocation.
- Perform final quality checks and vehicle walk-arounds before release to the client or MOT.
- Monitor job progress, ensuring work is completed on time and in line with safety standards.
- Review and approve completed jobs and job cards, including photos, parts, hours, and costs.
- Support technicians in resolving technical issues and applying correct repair methods.
- Coordinate closely with the Parts/Warehouse and Customer Service teams to maintain a smooth workflow.
- Maintain workshop order, cleanliness, and compliance with all safety and company procedures.
- Actively contribute to improving workshop efficiency, processes, and overall performance.

### Your profile:

- Strong technical background with hands-on experience in truck and trailer maintenance and repair.
- Excellent knowledge of repair methods, diagnostics, and workshop operations.
- Experience in supervising or coordinating a technical team.
- Strong organizational and problem-solving abilities.
- High level of accuracy, responsibility, and commitment to quality in all tasks.
- Basic computer literacy and familiarity with ERP or workshop management systems.
- CE driving license is an advantage but not required.
- Language skills: fluent in English and/or Dutch (other languages are a plus).
- Strong communication skills, with the ability to collaborate effectively with both technicians and administrative staff.

### Our offer:

- A stable full-time position with a competitive salary based on your experience and qualifications.
- Structured onboarding and technical training.

- Professional, supportive, and international work environment.
- Career growth opportunities.

<http://www.icts-group.eu>