



Technical Service Manager: Botswana

Job Title:	Technical Service Manager
Reports To:	Concession Manager/Operations Manager
Function:	Operations
Date:	9 December 2022

The purpose of the Technical Service Manager position is to serve the needs of the operational teams in the concession to ensure that the mechanical requirements run smoothly and the teams are able to serve our guests and our colleagues at the highest standards without concerns whether the equipment is working. Further to the technical and mechanical duties this position is expected to assist the Concession Manager to manage the concession to ensure in line with company objectives. To assist by providing all guests an exceptional experience in the concession.

At Great Plains, we are proud to represent our camps and Botswana to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all

Key Areas of Responsibility

- 1. Ensure vehicles are maintained by utilization of service schedules**
 - Supervise repair and maintenance of camp vehicles and equipment in accordance with regular maintenance programs and job cards in conjunction with the Concession manager
 - Assist and supervise services, guide the teams on best practice
 - Make sure that all the vehicles are always maintained in excellent conditions
 - Ensure reporting system in place to enable manager to follow up if damage caused to a vehicle
 - Provide advice and info to Concession Manager on vehicle conditions
- 2. Ensure generators are maintained**
 - Supervise repair and maintenance of generators in the camp in conjunction with the Concession Manager
 - Assist and supervise services and ensure major services are performed as per the maintenance program
 - Provide advice and information to Concession Manager on generator condition
- 3. Ensure effective stock control measures are in place and stock managed within the concession**
 - ensure that all vehicle spares and parts are re-ordered correctly
 - ensure all parts ordered are received and logged properly
 - ensure correct storage of all parts received
 - ensure that parts issued to camps or other departments are logged
- 4. Ensure major technical equipment needed for the daily running of the operations are always in excellent conditions**
 - ensure daily, weekly, and monthly checks are conducted
 - ensure all workshop assistants and mechanics are fully trained to ensure effective maintenance is always done
 - ensure a clear reporting structure is in place to record breakages and damages
- 5. Supervise all aspects of the workshop**
 - Maintain effective supervision of the workshop
 - Lead regular meetings with the staff to facilitate effective communication and to give clear feedback
 - Support the Concession manager to ensure concession rules and policies are adhered to
 - Develop and operate an effective system of job cards and invoicing for the accounts department
 - Manage the workshop, and make sure this is always locked and kept tidy

- Report to the concession manager all major operational issues related to the concession or the workshop
 - Manage compliance to company environmental policies within the work environment
- 6. Training and daily management of workshop and maintenance/Assistants**
 - Manage daily routine and tasks for all maintenance , workshop and maintenance assistants
 - Ensure training needs are identified and is addressed
 - Have scheduled evaluations of workshop and maintenance assistants performance
 - Manage and administer the leave of workshop and maintenance personnel
 - 7. Management of Guides vehicles and equipment**
 - Weekly check that the guides vehicles are kept in a clean condition
 - Weekly check if vehicles got spotlight, spare tyre, jack, wheel spanner, panga, Book bag, 1st Aid Kit, Blue Box, Shovel, Radio and bean bags
 - Checking the vehicle weekly according to the vehicle check list to ensure all equipment is present and in working condition
 - Weekly checks to make sure issued equipment is in the vehicles and in good condition, blankets, ponchos, cooler box, ice tongs, ice bucket, bottle opener, picnic basket, flasks, and glass box
 - 8. Ensure camp is maintained**
 - Supervise the maintenance teams, set clear preventative maintenance plans in place to reduce R&M
 - Prioritise all maintenance issues in order to make sure these are seen without delay
 - Ensure all members of the maintenance teams are trained
 - Report any major maintenance issues to the camp and Concession Management team
 - 9. Ensure boats are maintained**
 - Supervise repairs and maintenance of all camp boats and boating equipment in accordance with regular maintenance programs and job cards
 - Assist and supervise services, continue to monitor best practice and identify and report any issues that re-occurs due to operator errors.
 - Ensure major services are performed as per maintenance program
 - 10. SOLAR EQUIPMENT**
 - Daily/Weekly checks on batteries(checking and recording SD levels
 - General cleanliness of battery rooms
 - ensure no damage from rodents on the wires and the rest of the equipment
 - monthly check-in with the solar supplier on system to ensure all monitoring is 100% and the system is okay
 - ensure the solar far is clean and tidy
 - Record monthly power(kwh) statistics
 - ensure camps with Lead acid batteries have always distilled water

To apply for this position, please submit your detailed application to opportunities@greatplainsconservation.com. Please note that only applicants who meet the requirements will be shortlisted. Should you not hear back from us within three (3) days from the closing date, you should accept that your application has not been successful.

Applications for this position will close on 16th Dec 2022.