



# TCR Group – Service & Operations Manager WA

## **TCR is currently seeking an Operations Manager in Perth!**

Bring your proven leadership as an all-rounder operations manager, your technical expertise, and join global leader in Ground Support Equipment (GSE), overseeing a large workshop and GSE fleet performance, along with GSE repair and maintenance at over 20 regional airports around the state.

- **Industry-leading global organization – Present in 30 countries**
- **Great exposure to the Aviation Industry**
- **Competitive remuneration and benefits**

**We welcome and encourage women, people of Aboriginal and Torres Strait Islander descent and Veterans to apply.**

## **As the new WA Operations Manager, you will:**

- Oversee daily workshop operations, ensuring efficient workflow and achievement of performance objectives.
- Manage fleet performance, ensuring a high level of equipment availability.
- Drive financial performance and manage revenue and cost budgets effectively.
- Monitor technician productivity and manage overtime to ensure a balance between efficiency and operational demands.
- Lead safety initiatives, ensuring compliance with safety standards and regular risk assessments.
- Manage customer relationships, providing regular updates and ensuring satisfaction through service excellence.
- Oversee parts store operations and apply success metrics and KPIs.
- Foster a positive team culture through clear communication, performance management, and training.
- Lead communication with senior management, providing timely updates on issues and improvements.
- Support business development by identifying opportunities for new contracts and operational growth.

## **To be successful in this role, you will have most of the following skills and experience:**

- Proven leadership experience in managing large teams in an automotive, heavy equipment or engineering environment.
- Strong technical background in maintenance or engineering operations.
- Experience in financial management, including achieving operational efficiency and meeting budgetary targets.
- Excellent communication skills, with the ability to manage internal teams, customers, and key senior stakeholders.
- Knowledge of safety standards and experience in managing compliance and risk assessments.

- Strong customer service orientation with the ability to manage relationships and address operational challenges.
- Experience in managing inventory, work orders, and optimizing supply chains.
- Ability to manage multiple priorities in a fast-paced, high-pressure environment.

**About us:**

TCR Group's global presence spans across 200 airports and 300+ airlines, reaching five continents and 30 countries. With a network of over 80 workshops and a dedicated team of 1,500+ employees worldwide, we are committed to delivering excellence on a truly international scale.

For a quarter of a century, the TCR Group has been a global leader, specializing in Ground Support Equipment maintenance, rental, and fleet management services. We proudly serve ground handlers, airlines, and airports worldwide, delivering top-tier solutions that keep the aviation industry moving smoothly.

**Perks & Benefits:**

- Company car – A fully serviced vehicle, including tolls, fuel and maintenance covered.
- Exclusive discounts in over 2,500 Health & Wellbeing vendors - such as Fitness First, Adidas, Hello Fresh and RedBallon!
- **Health & Happiness Days** – twice a year, take some extra time off to recharge and focus on what matters most!

***This is a fantastic opportunity for a driven Operations Manager with excellent leadership, communication, and technical expertise to join a fast-growing, successful multinational business with fantastic work culture and a supportive and collaborative environment.***

*We look forward to receiving your application.*

*Please apply now for immediate consideration or feel free to email us with any questions at*