



## TCR Group – Workshop Supervisor (Chicago, IL)



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#### The Opportunity

TCR North America is expanding rapidly, and we're excited to welcome a skilled and motivated **Workshop Supervisor** to our Chicago team. In this pivotal role, you'll coach and lead the team, manage, and perform essential maintenance and repairs, and handle key administrative tasks.

We're looking for a candidate with strong leadership skills, deep expertise in automotive or Ground Support Equipment (GSE), and a commitment to exceptional customer service. You'll oversee the readiness and availability of vehicles and equipment, proactively advising your supervisor to support efficient, high-quality operations and timely service for our clients.

#### A snapshot of what you will be doing here:

- **Team Leadership:** Lead and coach the team, ensuring quality, efficiency, safety, and resource management.
- **Process Implementation:** Implement TCR processes and procedures using SAP.
- **Resource Management:** Manage resource and manpower allocation, ensure accurate stock management, and order necessary resources.
- **Planning & Coordination:** Provide management with insights on planning feasibility and solutions, identify and visualize planned maintenance and outstanding issues, and track work package progress.
- **Compliance & Quality:** Ensure compliance with industry standards and regulations, uphold quality control measures, and maintain product integrity.
- **Health & Safety:** Act responsibly to prevent injuries, adhere to safety regulations, use safety equipment appropriately, report incidents, and promote health and safety initiatives.
- **Continuous Improvement:** Contribute to setting up quality measurements, propose improvements and new work agreements, and investigate and suggest technical improvements to reduce costs and increase availability.

#### We are looking for an individual who:

- **Experience:** Minimum of 4 years of proficient knowledge of hydraulics, mechanical, air pressure, aircon/refrigeration units and electrical systems
- **Skills:** Skilled in reading electrical and hydraulic diagrams, customer-oriented, committed to QAHSE, result-oriented, decisive under pressure, strong communicator, excellence-driven, solution-focused, and a role model for junior technicians
- **Communication and Conflict Resolution:** Employee relations skills and/or union experience

### ♥ Why You'll Love Working with Us:

- **Be Part of a Thriving International Team:** Join a successful, growing company where you'll be valued and empowered to make an impact.
- **Quick Decision-Making and People-First Culture:** Work in a company that prioritizes its people and supports fast, effective decisions.
- **Growth-Focused Environment:** Enjoy opportunities for professional development and career advancement.
- **Competitive Salary and Benefits:** We offer a competitive salary based on experience.
- **Our Comprehensive Benefits Include:**
  - Health, Dental, Vision, STD/LTD, and Life Insurance, Employee Assistance Program (EAP)
  - Generous Vacation and Sick Leave, plus a 401K with matching contributions
  - UNLIMITED REFERRAL BONUSSES – because we know great people know great people!

### **Our company**

At TCR Group, we are committed to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our services include GSE rental, leasing, and maintenance. With headquarters near Brussels and a team of approximately 1700 employees, we operate globally across over 200 airports in America, Europe, Asia Pacific, and the Middle East. Our dedication to excellence makes us a trusted partner for customers worldwide.

### **Do you think we could be a match? We look forward to meeting you.**

If you are passionate about customer service, enjoy close attention to detail, and thrive in a collaborative environment, we invite you to apply for this exciting role.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.