



Fleet Service Coordinator

Category: Classified
Pay Grade: C20
Job Code: 12992

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized work involving lead worker duties, managing the functions of the Motor Pool, and assisting in the office responsibilities of the Certified Mechanic Supervisor; receives and answers inquiries from customers and the public by telephone or in person on a wide range of Fleet Management services, rates, policies, and procedures; applies basic mechanical knowledge to accurately extract information from customers to effectively expedite the repair process; resolves routine problems based on knowledge of departmental policies and industry standards; responds to phone and radio calls, schedules and prioritizes work, assigns other workers, reviews work accomplished, and provides administrative support to the supervisor.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Provides information to the general public or other governmental employees by telephone or in person regarding department procedures and answers questions regarding repair requests, job status, complaints, and any associated problems;
- Tracks repair process, communicates with technicians, and reviews completed repairs and work orders for accuracy;
- Plans and schedules work for the Motor Pool, Heavy Truck, and Light Equipment Divisions; responsibilities include gathering of all pertinent information for response to emergency road service requests;
- Utilizes a wide variety of computer-based software systems in an efficient manner to provide information to customers, coworkers, supervisors, and management;
- Collects and accurately documents/summarizes orders and data used to generate computerized transactions which serve to track service calls, generate work orders, and produce cost reports and parts requests;
- Corrects work order data to comply with benchmark standards;
- Monitors schedules and workloads and may re-prioritize resources accurately to more effectively and timely respond to competing service demands for several large volume equipment repair divisions;
- Schedules preventative maintenance services through email and phone;
- Serves as a lead resource over a staff of technical, skilled trade, and maintenance employees and assigns duties, reviews work records, and completes required documentation to finalize work process;
- Initiates, documents, and follows through with all sublet repairs and services provided by outside vendors;
- Displays a basic working knowledge of both aftermarket and new vehicle parts warranties as well as complete unit warranties;
- Collects and accurately conveys estimates for customers' review and approval both in person and electronically;
- Manages motor pool function;
- Performs check-in of new vehicles and equipment;
- Rents and schedules motor pool loaner vehicles and maintains records;
- Processes invoices for services and posts relevant information to computerized maintenance management system (CMMS);
- Provides input in the development of parts and services contracts;

- Monitors vendor performance;
- Orders all shop equipment and new vehicle up-fitting items;
- Participates in disposition activity for surplus vehicles and equipment;
- Programs fueling devices for new vehicles;
- Assists customers with fueling issues; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience in motor pool and equipment repair procedures; and one (1) year of dispatching repair requests, which has included customer service, experience dealing with and resolving problems; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of basic mechanical repair procedures;
- Knowledge of Motor Pool, Heavy Truck, and light Equipment Divisions operations;
- Knowledge of scheduling equipment and people;
- Skill in basic computer operations used in a large equipment repair facility;
- Ability to handle multiple services and repair requests at one time;
- Ability to prioritize work schedules and change plans as critical repairs arise;
- Ability to express oneself clearly and concisely;
- Ability to maintain public relations in an effective, tactful, and courteous manner sometimes under stressful circumstances;
- Ability to obtain and maintain a County purchasing card and related documentation to assist in the purchasing process;
- Ability to deliver excellent customer service;
- Ability to use small office equipment, computers, and highly technical computer applications; and
- Ability to use or repair small, medium, and heavy equipment and machinery.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.