



Position Description

Role: **Fleet Services Officer**

Primary Objectives of the Position

The primary objective of this role is to:

- Administer and coordinate the CTST vehicle fleet to maintain high levels of safety, presentation and optimal performance.

Relationships

The Fleet Services Officer works with the support and direction of the Business Services Manager and liaises closely with Logistics Coordinators. They work collaboratively with organisational support staff.

Key Responsibilities and duties

Fleet administration and maintenance

- Maintain vehicle information records within CTST's Transport Management System (TRIPS)
- Monitor and coordinate vehicle servicing and inspection requirements in line with Passenger Vehicle Accreditation (PVA) standards
- Liaise with Logistics Coordinators and service providers to ensure maintenance and repairs are undertaken within set time frames
- Ensure financial and other documentation is processed promptly
- Monitor and analyse fleet fuel usage to maximise fuel efficiency and advise on strategies for improvement
- Compile reports as required within established timeframes

Incidents and accidents

- Coordinate reporting, documentation collection and processing including liaison with insurance brokers.
- Coordinate and monitor progress with repairs to ensure prompt action
- Identify risks and implement or report strategies for mitigation
- Analyse accidents and report on trends and strategies to improve performance
- Actively participate in CTST's Quality Safety Risk program

Organisational support

- Promote a culture of mutual support and continuous improvement in a safe and healthy workplace environment.
- Actively identify and investigate fleet resource efficiencies.
- Review and develop fleet procedures.

- Actively promote, through education and support, the PVA standards within the organisation.
- Lead and support services in meeting the requirements of accreditation and other external visits and provide onsite leadership and support during audits.
- Any other duties as directed in line within the scope of skills required for this position.

Success measures

Area	The job is being performed to the required standard when:
Fleet administration and maintenance	<p>The CTST fleet records are complete and up to date and in accordance with PVA standards.</p> <p>Vehicles are serviced and repaired in accordance with established procedures and time frames.</p> <p>Reports are presented on time, complete and current.</p>
Incidents and accidents	<p>Related documentation is completed and action taken promptly to minimise impacts on service delivery.</p>
Organisation support	<p>Managers, co-workers and volunteers view the Fleet Services Officer as a reliable and supportive team member.</p>

Pre-employment requirements

- National Criminal History Check
- WWVP Children Check
- Current 'C' Class Drivers Licence.

Selection criteria

- Well-developed ability to plan, coordinate and organise work effectively preferably in a role related to fleet management and in an environment subject to change.
- High level interpersonal, customer relations, written and verbal communication skills with the ability to liaise effectively with people at all levels.
- Demonstrated interest in motor vehicles with a good understanding of the mechanical principles behind their operation.
- Demonstrated high level knowledge and skills in the use of Microsoft Office, web based systems and data bases.
- Demonstrated knowledge and skills in data collection, analysis and reporting.

- Demonstrated ability to work autonomously with limited support and as an active team member.
- Demonstrated understanding of continuous improvement, client safety and risk management principles.

Acknowledgement:

Chief Executive Officer:

Name: Lyndon Stevenson

Signature:

Date:

Employee Acceptance:

I have read and understand the requirements of my position with CTST, as set out in this position description.

Name:

Signature:

Date: