

# FLEET SERVICE COORDINATOR

Job Code	Pay Grade
12992	CL13

## Nature of Work

This is specialized work involving lead worker duties, managing the functions of the Motor Pool and assisting in the office responsibilities of the Certified Mechanic Supervisor. Employees in this class receive and answer inquiries from customers and the public by telephone or in person on a wide range of Fleet Management services, rates, policies and procedures. Emphasis is placed upon exhibiting tact and courtesy in handling customers and co-workers. Employee applies basic mechanical knowledge to accurately extract information from customers to effectively expedite the repair process. Independent judgment is required in making frequent routine decisions. At this level, the employee is expected to resolve routine problems based on knowledge of departmental policies and industry standards. Duties include responding to phone and radio calls, scheduling and prioritizing the work, assigning other workers, reviewing work accomplished and providing administrative support to the supervisor. Work is performed independently with only major problems requiring intervention of the supervisor. The position reports to a supervisor or designee.

## Minimum Qualification Requirements

- 2 years experience in motor pool and equipment repair procedures.
- 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.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License (Class B) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Provides information to the general public or other governmental employees by telephone or in person regarding department procedures; answers questions regarding repair requests, job status, complaints and any associated problems.
- 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, co-workers, 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, 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.
- Serves as a lead resource over a staff of technical, skilled trade and maintenance employees; 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 after market 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.

## FLEET SERVICE COORDINATOR (continued)

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### Illustrative Tasks (continued)

- 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.
- Orders 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.
- Performs related work as assigned or required.

### 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.

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Created	EEOC Code	Overtime Code
4/14	Technicians	Classified