



Coventry City Council

Job Description

| | | | |
|-------------------|-----------------------------|--------------------|----|
| Job Title: | Technical Support Assistant | Job Number: | |
| Service: | Fleet Management | Grade: | G3 |
| Location: | Whitley Depot | | |

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

1. To provide a comprehensive and efficient technical support role within Fleet Services ensuring all policies and procedures are adhered to, timely and accurate of invoicing and process of documentation, and timely response to customer queries and requests.
2. To present a professional and customer focused image ensure a high quality service is given at the point of customer contact.

Main Duties and Responsibilities:

1. To undertake all fleet and workshop support activities to include:
 - To ensure all work request job cards are created, updated and consolidated accurately and efficiently.
 - Process of internal/external customers invoices correctly and speedily.
 - Collection and receipt of cash, cheques, or credit card payments in line with procedures
 - Administration of hired vehicles, plant and equipment (including invoice validation, checking condition, refuelling and charges)
 - Use and administration of corporate purchase card
 - Administration support for processing tender evaluations and implementation of approved suppliers (i.e. Spot Hire, New Vehicles etc)
 - Monitoring and reporting on the utilisation of fleet items and general fleet management activities including provision of statistical data and information
 - Administration support required in line with Operator License and Insurance requirements
2. To use local computer systems ensuring correct and accurate update of information, and retention of all related documentation on file.
3. To use trade manuals and electronic databases for recording work completed and monitoring of productivity.

4. To ensure all appropriate paperwork is completed correctly prior to processing for invoicing and filing.
5. To be actively involved in resolving and processing all appropriate invoices and work progress queries.
6. Liaise with representatives of contract/spot hire companies and external customers for the effective and efficient processing of customer hire requests.
7. To assist in the correct categorisation, labelling and logging of all 'avoidable damage' related components for inspection/clearance by internal/external customers.
8. Deal with all customers in a professional manner and ensure that all enquiries are dealt with in accordance with agreed timescales and all complaints are dealt with in accordance with the City Council's complaints procedure and policy and brought to the attention of appropriate staff.
9. To contribute actively to the achievement of a customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvements to service quality and customer satisfaction from the services provided.
10. To undertake the following admin related duties as required:
 - photocopying, faxing, post,
 - maintenance of filling systems,
 - provision of statistical information and reports.
11. To assist in the provision of technical data/information as required.
12. Undertake Fleet Workshop reception duties following set procedures.
13. Undertake "spot hire" bookings following set procedures ensuring all documentation is completed and filed correctly, customer requests are dealt with efficiently and effectively, and fleet items inspected at delivery and off hire with all documentation completed accordingly.
14. Process insurance/accident forms following set procedures and liaise with Insurance and Risk Management Office as appropriate.
15. To be flexible in working contracted hours over an extended working day (including public holidays on occasions).
16. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare

- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Fleet Service Supervisor

Date Reviewed:

Updated: March 2022



Coventry City Council

Person Specification

| | | | |
|-------------------|---------------------------------------|--------------------|----|
| Job Title: | Technical Support Assistant | Job Number: | |
| Service: | Transport & Supplies Services - Fleet | Grade: | G3 |
| Location: | Whitley Depot | | |

| Area | Description |
|------|-------------|
|------|-------------|

| | |
|-------------------|--|
| Knowledge: | <ul style="list-style-type: none"> Excellent understanding of first-class customer service, administrative & job card related activities and invoicing/charging within a technical work environment |
| | <ul style="list-style-type: none"> How to gather information from a variety of sources, identify key issues and provide advice to customers on resolution. |
| | <ul style="list-style-type: none"> How to work effectively with a team to accomplish goals and taking action that respects the needs of others. |
| | <ul style="list-style-type: none"> Familiarity with dealing with technical/transport related problems. |
| | <ul style="list-style-type: none"> Awareness of disability issues in the context of service delivery. |

| | |
|------------------------------|---|
| Skills and Abilities: | <ul style="list-style-type: none"> Work effectively within a team environment |
| | <ul style="list-style-type: none"> Input data accurately and quickly using local IT systems. |
| | <ul style="list-style-type: none"> Numerate and able to undertake basic calculations accurately and quickly. |
| | <ul style="list-style-type: none"> File alphabetically and numerically. |
| | <ul style="list-style-type: none"> Good analytical and problem solving skills. |
| | <ul style="list-style-type: none"> Organise and prioritise own work to meet conflicting deadlines |
| | <ul style="list-style-type: none"> Communicate effectively, both verbally and written. |
| | <ul style="list-style-type: none"> Deal with customers effectively, assertively and with empathy. |
| | <ul style="list-style-type: none"> Work under the broad direction of the Service Supervisor, display a high level of initiative and independent action, and work with minimum supervision. |
| | <ul style="list-style-type: none"> Ability to lift & carry equipment and materials in the course of his/her duties (i.e. child seat, workshop parts/components etc.) |

| | |
|--------------------|---|
| Experience: | <ul style="list-style-type: none"> Working within a technical/transport and customer service focussed environment. |
| | <ul style="list-style-type: none"> Clerical/administrative procedures in a business environment. |
| | <ul style="list-style-type: none"> Use of IT in a business environment including experience of word processing packages, databases and spreadsheets. |

| | |
|---------------------|---|
| Educational: | <ul style="list-style-type: none">• NVQ level 2 in a technical, business or ICT related subject (or equivalent work experience) |
|---------------------|---|

| | |
|------------------------------|---|
| Special Requirements: | <ul style="list-style-type: none">• Will be required to drive motor vehicles in the course of his/her duties and should be in possession of a current car driving licence (with a maximum of 3 penalty points - speeding only with points for any parking offences exempt). |
|------------------------------|---|

Date Reviewed:

Updated: March 2022