

## Job Description and Person Specification

### Fleet Assistant

Job Details	
<b>Grade</b>	GRD3
<b>Service</b>	Environmental Services
<b>Location</b>	Whitley Depot
<b>Job Evaluation Code</b>	X9054L

### About Coventry City Council

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:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

### Job Purpose

1. Deliver comprehensive technical support within Fleet Services, ensuring adherence to policies, accurate invoicing, proper documentation, and prompt responses to customer requests.
2. Maintain a professional, customer-focused approach to provide exceptional service during all customer interactions.

### Main Duties & Key Accountabilities

Ensuring the accurate creation, updating, and consolidation of all work request job cards efficiently.

Processing internal and external customer invoices accurately and promptly.

Ensuring the collection and receipt of cash, cheques, or credit card payments in accordance with established procedures.
Administering hired vehicles, plant, and equipment, including processing hire documentation, checking conditions, refuelling, and managing associated charges.
Managing and administering the corporate purchase card effectively.
Providing administrative support for processing tender evaluations and implementing approved suppliers, including areas such as spot hire and new vehicles.
Monitoring and reporting on the utilisation of fleet items and general fleet management activities including provision of statistical data and information
Ensuring completion of all necessary paperwork and electronic documentation accurately before processing for invoicing and organising records.
Being actively engaged in addressing and handling all relevant invoices and work progress enquiries.
Engaging with representatives from contract or spot hire organisations and external clients, ensuring efficient and effective handling of customer hire requests.
Assisting with categorising, labelling, and logging all components related to 'avoidable damage' for inspection and clearance by internal or external customers.
Handling customer interactions professionally, ensuring enquiries are addressed within agreed timescales and complaints are managed per the City Council's procedures and policies.
Performing the following administrative tasks as needed:
Processing insurance and accident forms while adhering to established procedures and coordinating with the Insurance and Risk Management Office as necessary.
Adapting to contracted hours across an extended workday.

Key Relationships	
External:	Liaise with representatives of contract/spot hire companies and external customers for the effective and efficient processing of customer hire requests.
Internal:	Work under the broad direction of the Fleet coordinator/Compliance Officer.

## Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

## Responsible for

## Person Specification

### Requirements

Knowledge	<p>Excellent understanding of first-class customer service, administrative &amp; job card related activities and invoicing/charging within a technical work environment</p> <p>How to gather information from a variety of sources, identify key issues and provide advice to customers on resolution</p> <p>How to work effectively with a team to accomplish goals and taking action that respects the needs of others</p> <p>Be able to provide technical support and assistance to staff and customers.</p>
Skills And Ability	<p>Work effectively within a team environment</p> <p>Input data accurately and quickly using local IT systems</p> <p>Good analytical and problem-solving skills</p> <p>Organise and prioritise own work to meet conflicting deadlines</p> <p>Communicate effectively, both verbally and written</p> <p>Engage with customers efficiently, empathetically, and with a professional approach.</p>

	<p>Work under the broad direction of the Compliance Team, display a high level of initiative and independent action, and work with minimum supervision</p>
Experience	<p>Clerical/administrative procedures in a business environment</p>
	<p>Use of IT in a business environment including experience of word processing packages, databases and spreadsheets</p>