

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Technical Support Assistant
<b>Grade</b>	G3
<b>Service</b>	Fleet Management
<b>Reports to</b>	Legal Compliance and Asset Management Officers/Fleet Service Supervisor
<b>Location</b>	Whitley Depot
<b>Job Evaluation Code</b>	X9054L



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**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:



## About the Service your team will provide

### Purpose of the role / Output

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 & Key Accountabilities

### Core Knowledge

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.

## Key relationships

<b>External</b> Suppliers Customers Schools Colleges Members of the Public	<b>Internal</b> Customers
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## 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.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A

## Person specification

<b>Job Evaluation Code</b>	X9054L
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>Excellent understanding of first-class customer service, administrative &amp; job card related activities and invoicing/charging within a technical work environment</li> </ul>	
<ul style="list-style-type: none"> <li>How to gather information from a variety of sources, identify key issues and provide advice to customers on resolution.</li> </ul>	
<ul style="list-style-type: none"> <li>How to work effectively with a team to accomplish goals and taking action that respects the needs of others.</li> </ul>	
<ul style="list-style-type: none"> <li>Familiarity with dealing with technical/transport related problems</li> </ul>	
<ul style="list-style-type: none"> <li>Awareness of disability issues in the context of service delivery</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>Work effectively within a team environment</li> </ul>	
<ul style="list-style-type: none"> <li>Input data accurately and quickly using local IT systems.</li> </ul>	
<ul style="list-style-type: none"> <li>Numerate and able to undertake basic calculations accurately and quickly.</li> </ul>	
<ul style="list-style-type: none"> <li>File alphabetically and numerically</li> </ul>	
<ul style="list-style-type: none"> <li>Good analytical and problem solving skills.</li> </ul>	
<ul style="list-style-type: none"> <li>Organise and prioritise own work to meet conflicting deadlines</li> </ul>	
<ul style="list-style-type: none"> <li>Communicate effectively, both verbally and written.</li> </ul>	
<ul style="list-style-type: none"> <li>Deal with customers effectively, assertively and with empathy.</li> </ul>	
<ul style="list-style-type: none"> <li>Work under the broad direction of the Service Supervisor, display a high level of initiative and independent action, and work with minimum supervision.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to lift &amp; carry equipment and materials in the course of his/her duties (i.e. child seat, workshop parts/components etc.)</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Working within a technical/transport and customer service focussed environment.</li> </ul>	
<ul style="list-style-type: none"> <li>Clerical/administrative procedures in a business environment.</li> </ul>	
<ul style="list-style-type: none"> <li>Use of IT in a business environment including experience of word processing packages, databases and spreadsheets.</li> </ul>	

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>NVQ level 2 in a technical, business or ICT related subject (or equivalent work experience)</li> </ul>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>Hold a current full driving license</li> </ul>

<b>Date Created</b>	July 2008	<b>Date Reviewed</b>	February 2024
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