

JOB DESCRIPTION

Job Title	Fleet Controller
Department	Operations
Reporting to	The Team Leader, Operations Manager and Operations Director
Location	Leeds
Job Role	To work within the Fleet Control team managing and administering a fleet of commercial vehicles of various specifications to DVSA standards and UK law by liaising with internal departments, customers and repair agents.
Environment	<p>The Operations Department consists of five teams – Document Administration, Fleet Control, Recharge Control, Maintenance Control and Planning – and is functional 24 hours a day, 365 days a year.</p> <p>These teams carry out daily management and legal compliance activities connected to commercial vehicle(s) and fleet(s) on behalf of our customers.</p> <p>The teams answer enquiries and issues, promptly, reported by telephone call, facsimile and e-mail.</p> <p>Teams are supported by their Team Leaders, Key Account Managers, the Operations Manager, the Commercial Manager and the department is overseen by the Operations Director.</p>
Key Areas	<p>Ensuring their own excellent administrative practice, communication and reporting within the team, department and Company to encourage good customer relations and service.</p> <p><u>Measures</u> – internal and external customer feedback.</p> <p>Working to ensure they adhere to all legal protocol, department and team procedures in reference to the management of each customer’s vehicle(s) or fleet.</p> <p><u>Measures</u> – quality checks on documentation and SQL system entries.</p> <p>Building effective relationships with all colleagues, repair agents and customers to encourage the efficient and effective operation of the team and the department.</p> <p><u>Measures</u> – internal feedback and observations.</p>

	<p>Investigating and responding to complex queries/problems in accordance with established guidelines and after consultation with appropriate internal departments, ensuring a satisfactory conclusion.</p> <p><u>Measures</u> – quality checks on documentation and internal feedback.</p> <p>Excellent attendance and timekeeping.</p> <p><u>Measures</u> – Bradford factor calculations, attendance record cards and sickness/absence forms and Company policy. Consideration will be made as to any disability the post holder may have but only if the Company is notified of any such ailment.</p> <p>Taking responsibility for own personal development, in line with agreed annual performance objectives.</p> <p><u>Measures</u> – feedback and evidence from the Team Leader and Operations Manager.</p>
<p>Responsibilities</p>	<p>To ensure excellent communication from outset to conclusion of each vehicle event (breakdowns, defects, general repairs etc); advising the customer of each option available, estimate of costs and any corresponding vehicle downtime; and obtaining authority to complete repairs.</p> <p>Being mindful of each customer’s service contract obligations and individual operating requirements or restrictions and reacting appropriately, within agreed guidelines, to each vehicle event.</p> <p>Liaising with the Team Leader and Operations Manager authorise rechargeable repairs to customer vehicles.</p> <p>Liaising with the Team Leader and Operations Manager authorise repairs following planned periodic inspections.</p> <p>Liaise with repair agents advising on various and often complex maintenance issues, managing and scrutinising subsequent diagnosis, repair time and costs.</p> <p>Escalate repairs to the Team Leader or Operations Manager if estimates exceed given financial authority limits.</p> <p>Keeping accurate paper and electronic records in line with team and Operations Department protocol.</p> <p>Completion of various reports for internal and external distribution.</p> <p>Work with the Team Leader, Operations Manager and Key Account Managers to improve processes, functions or communications problems.</p>



Effective liaison with the all colleagues across the Company to ensure excellent communication on internal and external enquiries, reporting functions, disputes, legal protocol etc.

Manage customer queries escalating to the Team Leader, relevant Key Account Manager and/or Operations Manager as appropriate or necessary to ensure a satisfactory conclusion for all parties.

The job will be carried out in a manner that promotes equality of opportunity, dignity and due respect for all employees and service users consistent with the Company's Equal Opportunity Statement.

Respect the contribution of all staff and the importance of working together to ensure a high standard of service to our customers.

Commitment to contributing to a quality of service in an efficient and effective manner, implementing agreed improvements to reflect service needs/changes.

Adopt safe systems of work, paying due diligence towards colleagues, customers and members of the public at all times.

Report all accidents and incidents to the onsite First Aider.

Behave in a courteous and professional manner towards colleagues, customers and the general public.

Participate in training/coaching sessions and attend meetings when required.

Carry out any reasonable instruction.

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PERSON SPECIFICATION

Job Title	Fleet Controller		
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Skill	Essential	Desirable	
Excellent customer service skills.	X		
Good time management and organisational skills.	X		
Attention to detail.	X		
Well developed written and verbal communication skills.	X		
Knowledge /Qualifications			
Microsoft Office Package in particular Outlook, Excel and Word.	X		
Database systems; e.g. SQL or comparable.	X		
GCSE or equivalent passes in English and Maths.	X		
A good and established understanding of commercial vehicles.	X		
DVSA and FTA standards and UK transport law.	X		
Commercial vehicle mechanics.	X		
DVSA/FTA recognised training	X		
Experience			
Experience of working in fast paced, pressured environment.	X		
Proven previous experience in a similar role.	X		
Auditing vehicle inspection and FTA documentation.	X		



Personal Characteristics		
Team player and respond positively to delegation.	X	
Flexibility in workplace practices and willingness/ability to cover additional or alternative shifts.	X	
Professional attitude and behaviour.	X	
Reliable and trustworthy	X	

RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

