

JOB DESCRIPTION

Job Title	Fleet PLanner
Department	HGV
Reporting to	The Team Leader, Operations Support Manager and Operations Director
Location	Leeds
Job Role	Administering scheduled events on a fleet of commercial vehicles of various specifications to DVSA and UK law by liaising with internal departments, customers and repair agents.
Environment	<p>This is a professional, challenging and exciting role working within a very busy environment.</p> <p>The ideal candidate must have the ability to work under pressure while maintaining accuracy and to agreed service levels, whilst delivering world class service levels.</p> <p>An eye for detail, excellent IT skills including Excel, being organised with the ability to self-manage are critical to the success in this role.</p>
Responsibilities	<ul style="list-style-type: none"> ▪ To ensure excellent communication from outset to conclusion of each scheduled event. ▪ Being mindful of each customer's service contract obligations and individual operating requirements or restrictions when arranging each scheduled event. ▪ Ensuring each appointment has been kept and the work completed within the scheduled timescale of the appointment. ▪ Updating customers and repair agents of outstanding scheduled events, paperwork etc and working to resolve overdue/outstanding items at the earliest possible opportunity to a satisfactory conclusion for all parties. ▪ Liaise with the General Fleet Team regarding necessary repairs following the scheduled event.

- | | |
|--|--|
| | <ul style="list-style-type: none">▪ To ensure all relevant paperwork following the scheduled event is obtained within 48 hours of completion of the work and upon receipt of the paperwork, ensuring that it is supplied to customers using the agreed method/media.▪ Keeping accurate paper and electronic records in line with team and Operations Department protocol.▪ Completion of various reports for internal and external distribution.▪ Work with the Team Leader, Operations Manager and Key Account Managers to improve processes, functions or communications problems.▪ 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. |
|--|--|



PERSON SPECIFICATION

Job Title	Fleet Planner		
Department	Operations		
Skill	Essential	Desirable	
Excellent customer service skills.	X		
Methodical with a good eye for detail	X		
Strong Microsoft Office Skills	X		
Well-developed written and verbal communication skills.	X		
Knowledge /Qualifications			
A good and established understanding of commercial vehicles	X		
5 GCSEs or equivalent	X		
IT and database knowledge	X		
DVSA and FTA standards and UK transport law	X		
Experience			
Experience of working in fast paced, pressured environment.	X		
Proven previous experience in a similar role.	X		
Working under pressure and to targets	X		
Personal Characteristics			
Team player and respond positively to delegation.	X		
Flexible	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.

