

JOB DESCRIPTION

Job Title	Fleet Controller
Department	HGV
Reporting to	The Team Leader, Operations Support Manager and Operations Director
Location	Leeds
Job Role	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>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"> ▪ Ensure recording of defect, breakdown, VOR and tracking management by updating SQL with relevant and accurate information to set deadlines. ▪ Manage all events to individual customer requirements whilst ensuring all legal protocol, within your control, is adhered to. ▪ Authorise work only after ensuring: <ol style="list-style-type: none"> 1. you obtain a mileage; 2. the vehicle/trailer/ancillary does not require a service; 3. the work is not warranty; 4. the work is covered by the terms of the contract with the customer; 5. you check history to ascertain if a similar or connected repair has not been completed recently; 6. that the repair is being completed at the best possible labour rate; 7. consider alternative suppliers for parts to ensure best price and if no alternative that the parts are correctly discounted, and

	<p>8. that the estimated repair time is correct and reasonable.</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ Liaising with the Team Leader and Operations Support Manager authorise rechargeable repairs to customer vehicles. ▪ Liaising with the Team Leader and Operations Support Manager authorise repairs following planned periodic inspections. ▪ Liaise with repair agents advising on various and often complex maintenance issues, managing and scrutinising subsequent diagnosis, repair time and costs. ▪ Escalate repairs to the Team Leader or Operations Support Manager if estimates exceed given financial authority limits. ▪ 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 Support 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 Support Manager as appropriate or necessary to ensure a satisfactory conclusion for all parties. <p>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.</p>
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PERSON SPECIFICATION

Job Title	Fleet Controller		
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.

