

JOB DESCRIPTION

Job Title	Tracking Administrator
Department	HGV
Reporting to	Fleet Control Team Leader
Location	Leeds
Job Role	To work within the Fleet Control team updating ongoing work on the fleet and escalating concerns to the appropriate Fleet Controller.
Environment	A dynamic and fast paced environment working in a team focused on excellent customer service and the achievement of set targets.
Responsibilities	<p>Liaise with repair agents on various maintenance issues and updating SQL with detailed and accurate information.</p> <p>Being aware of each customer's service contract obligations and individual operating requirements or restrictions, including financial, and escalate repairs that will not meet these to the appropriate Fleet Controller.</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>

PERSON SPECIFICATION

Job Title	Tracking Administrator		
Department	HGV		
Skill	Essential	Desirable	
Excellent customer service skills.	X		
Good time management and organisational skills.	X		
Accuracy and 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		
DVSA/FTA training and/or qualified mechanic		X	
Experience			
Experience of working in fast paced, pressured environment.	X		
Proven previous experience in a similar role.	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.

