

FLEET SERVICES OFFICE MANAGER

GENERAL NATURE OF WORK

This is a skilled administrative position in the Fleet Services Department. An employee in this class is responsible for a variety of administrative duties along with assisting technicians creating repair orders, obtaining repair parts, and also setting appointment times. This position is distinguished by having the ability to multi-task between administrative duties and assisting with technician needs.

EXAMPLE OF DUTIES

- Sets appointments for incoming work while consulting with technicians to ensure the appointment times are met as closely as possible.
- Initiates automotive services and repairs by ascertaining performance problems and services requested utilizing current software by writing descriptive repair orders as needed.
- Obtain repair parts from vendors and adding items to repair orders as needed.
- Verifies any warranty coverage if applicable, developing estimates as needed, maintaining customer rapport and records.
- Ascertains automotive problems and services by listening to customer's description of symptoms, clarifying description of problems, checking vehicle maintenance records.
- Develops estimates by costing materials, supplies, and labor when requested.
- Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services as needed.
- Maintains customer rapport by explaining estimates and expected return of vehicle, obtaining customer's approval of estimates, obtaining and providing contact telephone numbers, answering questions and concerns.
- Maintains automotive records by utilizing current software for each department.
- Drafts letters, documents, reports, forms and other materials.
- Receives visitors to the department and directs visitors to appropriate or designated person.
- Files correspondence, documents, reports, forms and other material.
- Operates standard office equipment.
- Routes and distributes incoming and outgoing mail.
- Utilizes current software to keep records of parts, labor and materials used.
- Familiarizes him or herself with any needed reports required by supervisor and/or customers.
- Generates purchase orders for the department.
- Ensures returned parts have been credited to the account by matching return slips with credit invoices.
- Maintains internal parts inventory of any stocked items such as tires, bulk oil etc.
- Prepares reports and maintains accounting records with minimal direction.
- Serves as purchasing coordinator, tracks and orders office/garage supplies as needed. Processes all invoices for supervisor approval.

- Answers telephone and schedules appointments for technicians.
- Manages accounts payable and receivable.
- Maintains on-site fuel inventories.
- Executes necessary documentation for the transfer of vehicles/equipment into or out of county ownership.
- Assists with liquidation of county owned vehicles, equipment and other assets.
- Prepares incident/accident reports and provides needed information to appropriate party pertaining to any insurance claims.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated leadership ability; willingness to make timely and appropriate decisions; willingness to accept the responsibility for successes and failures; ability to work with others.
- Ability to deal fairly with customers, peers and superiors.
- Strong verbal communication skills; ability to communicate effectively with individuals and small groups of people; ability to provide clear, easily understood directions.
- Strong writing skills; ability to prepare clear and concise written job reports, accident reports, material reports, requests for goals/services etc.
- Ability to read and comprehend written reports, training materials, etc. and to communicate this information to others.
- Strong analytical aptitude; ability to accurately determine the quantities of material to order, material used, etc.
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- Good working knowledge of safe work practices and ability to apply them in work day situations.
- Good working knowledge of the equipment, tools, etc. used to perform daily work operations; familiarity with applicable maintenance procedures keep equipment, tools, etc. in good working condition.
- Highly motivated.

DESIRABLE TRAINING AND EXPERIENCE

- High school graduate with minimum of one (1) year of administrative experience in government along with basic automotive knowledge.
- Strong administrative skills
- Problem solving
- Reporting research results
- Quality focus
- Productivity
- Estimating
- Customer service skills

NECESSARY SPECIAL REQUIREMENTS

- Must have valid Kentucky motor vehicle operator’s license.
- Must have the ability to become Notary Public in Kentucky.

PHYSICAL REQUIREMENTS

Must be able to lift forty (30) pounds or more to a height of four (4) feet or more.

Must be able to sit for extended periods of time.

Eye sight must be correctable to 20/20 vision.

Hearing must be within normal acceptable range of 20-25 with or without a hearing aid.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above Job Description is intended to describe the general content of, and the requirements for, the performance of this job, including the essential functions. The description is not to be construed as an exhaustive, all inclusive statement of job duties, requirements, or responsibilities.

Employee Signature

Date

Supervisor

Date