

Fleet Services Coordinator



The purpose of this position

The **purpose** of the position is to enhance operations by offering reliable general and technical support to both internal and external stakeholders, ensuring efficient and effective fleet management with a strong focus on time management, customer service and data integrity/accuracy.

About the position

- This position is within Finance & Corporate Services directorate.
- It's part of the Fleet Services team.
- This position **reports to** the Manager, Fleet Services.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the *Schedule of Authorities and Delegations*.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Fleet Services Coordinator.

Key areas of responsibility

- Maintain high-quality, accurate, and reliable data and documentation, including however not limited to, vehicle registrations, infringement notices, and accident and repair details.
- Ensure that Purchase Orders are accurately entered into the designated system before procuring goods and services. Obtain necessary approvals, record the receipt of goods/services in the system, and attach invoices for payment in accordance with the terms and conditions.
- Ensure payments to suppliers are timely and accurately reflect the goods received or services rendered.
- Ensure adherence to motor vehicle policies and continuously improve processes for exceptional service delivery.
- Provide professional customer service, responding to internal and external supplier queries accurately, efficiently, and promptly.
- Be capable and confident to publish reports and maintain files and other datasets to offer insights into vehicle and driver trends and to support effective fleet management.
- Be capable and confident to audit various fleet management reports to identify trends or anomalies, in support of high levels of data integrity and reliability.
- Assist with other projects as needed.

Key outcomes

When things are going well, we would expect to see these outcomes:

- All vehicle purchase, disposal, transport, reallocation and contract variation details are updated and kept accurate within the Fleet Management System, in a timely manner.

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- All procurement is entered in the finance system and approved before goods or services are obtained.
- Organisational policies and accounting standards are upheld.
- Customer Service to internal and external parties is consistent, professional, accurate, timely, clear, and concise.
- All projects, tasks and cyclic reporting is completed on time with stakeholders advised ahead of time where timeframes cannot be met.

Key Capabilities

Essential criteria & key attributes

- Prior experience in a similar role with a basic level of fleet knowledge and experience is desirable.
- Excellent organisational and administrative skill.
- Good understanding of fleet-related accounting requirements.
- Intermediate level MS excel skills.
- Demonstrated excellent attention to detail.
- Basic negotiation skills.
- Proactive, can-do mindset and the ability adapt to achieve desired outcomes.
- Highest level of professional customer service, with excellent written and verbal communication skills.
- Demonstrate attention to detail, be a punctual self-starter and capable of working autonomously, prioritise workloads based on business impact and urgency, and escalate issues when necessary.
- Be at least an intermediate level MS Excel who stays informed about and observes TBS operating procedures and computerised systems.

People who know this position say that

People who know this position say the things that might make your day are:

- Staff compliance to Finance Policies (including process and procedures) and Accounting Standards.
- Accurate completion of documentation.
- Working systems and applications.
- Knowing you have supported frontline staff to deliver services to clients.

People who know this position say some key challenges you might experience are:

- Non-compliance of Finance Policies (including process and procedures).
- Provision of timely and accurate information.
- Prioritising and multi-tasking.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

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This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Manager Fleet Services
- Finance Manager and Finance Team
- Manager Admin Support Services and Office Administrators
- Drivers and their managers

Outside The Benevolent Society:

- Suppliers: Fleet management vendors, insurance broker, repairers, fuel / e-tolling vendors