

POSTION DESCRIPTION

Fleet Assistant

Purpose of the position

The Fleet Assistant has the important role to help ensure customer service is not diminished by making sure vehicles are proactively checked, serviced, and maintained to minimise unscheduled downtime and safety. The Fleet Assistant works actively assisting the Fleet Administrator, Fleet Advisor, and the Customer Service Leadership to achieve this, reporting and actively problem-solving issue.

Position type

Full time, open ended

44 hours on a weekly five-and-a-half-day roster which may include nights, weekends and public holidays

Waged/hourly paid

Probation period

3 months

Reporting lines

The Fleet Assistant reports directly to the Fleet Administrator and General Manager or, in the absence of the General Manager the Duty Manager/Senior Customer Service Officer.

Key responsibilities

The Fleet assistant role is to assist and support the Fleet Administrator with the below key responsibilities:

- Working with Fleet Advisor and General Manager to ensure preventative servicing, maintenance and damage repairs are managed, scheduled, and dispatched effectively to minimise down time using the functionality of the online reservation system. Reporting progress daily to the team.
- Managing vehicle integrity, keeping vehicles to high standards both visually and mechanically.
- Manage and maintain accurate records of fleet vehicles. Included but not limited to spare parts, wash bay supplies, vehicle consumables, keys, tyres, detailing, maintenance, service, damage, and repair history.
- Assist Fleet Advisor with coordination of vendors and service providers to procure parts, supplies, and services.
- Develop and implement policies and procedures related to fleet management including customer 24/7 roadside assistance.
- Implement, manage, and monitor compliance with all applicable laws and regulations pertaining to fleet operations, identifying operational risks working with the General Manager, Fleet staff to mitigate them.
- Direct communication for all customer damages from start to finish finalising damage recovery. Notifying within the first 24hrs of vehicle return. Finalising damage recovery completion within an allocated timeframe.
- Manage long term customer routine checks scheduling and communication.
- Supervise, train and guide team members.
- Deputies in the Fleet Administrator role as necessary.
- Deputising as a Senior Customer Service Officer as required.
- Working as a team player, co-operating with, and supporting colleagues to achieve the business objectives.

Key skills required:

- Driving - must have a current driving licence with a clean record.
- Problem solving and trouble shooting.
- Strong administration, computer and writing skills.
- Use of online booking system.
- Use of Microsoft applications and reservation software.
- Developing and improving fleet management processes and procedures.
- Critical thinking.
- Time management and organisational skills. Logistics.
- Multitasker.
- Customer service diplomacy.
- Car cleaning and detailing.
- Fluent in English and Bislama. French or Mandarin an advantage.

Key behaviours required:

- Totally reliable.
- Outgoing, positive, enthusiastic and good communicator.
- Enjoy day to day challenges of a customer focused business.
- Confident in dealing with customers, firms, suppliers.
- High work standards with an eye for detail.
- Focused on providing excellent customer service.
- Team player.

Key experience and knowledge required:

- Dealing with customers, ideally in tourism industry.
- Mechanical background will be an advantage.
- Dealing with Suppliers professionally.
- Problem solving.
- Negotiating skills.
- Ability to manage stressful and unusual situations.
- Familiar with locations around Port Vila and Efate.

Other requirements

Eligible to live and work in Vanuatu.

Availability to work evenings and nights, weekends, and public holidays, based on a five and a half day working week roster.