

Job title: Fleet and Workshop Support Officer	
Classification: Band 5	Effective Date: October 2023
Reports to: Coordinator Fleet and Workshop	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position is responsible for providing support services for the management of Council's fleet of vehicles, plant and equipment, operations of the workshop and general support for the functions of the Operations Centre.

Key Responsibilities

Position Specific Responsibilities

- Provide support services under the direction of the Coordinator Fleet and Workshop for fleet and workshop services, including general support for the functions of the Operations Centre.
- Provision of Fleet Asset Management planning (acquisition and disposal of fleet assets), including vehicles, plant and equipment replacement for capital works programs, budget information and asset sale requisitions.
- Provide support services for all fleet related matters including audits, pool car system, fuel reports, purchasing and receipting. Provide information and support to other teams including finance and insurance on fleet matters.
- Regularly review and update fleet and plant asset information on Council's Asset Management System.
- Provide support services to the operations of the workshop by assisting to schedule works, order parts and materials and provide customer liaison.
- Provide support services for the Operations Centre including supervision of the cleaning contractor.
- Provide a range of quality administrative and customer service support services, including:
 - Collection of relevant work statistics and data entry into Excel spreadsheets and Council's Asset Management System.
 - Schedule meetings, prepare agendas, take minutes, and action items arising where appropriate.
 - General administrative and clerical duties, including but not limited to, word processing, producing reports, tenders, quotations, processing of accounts, ordering stationery and processing infringement notices and toll invoices.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Ability to provide information, usually within established procedures, specific guidelines and standard instructions, with management usually available for guidance on complex matters.
- Determine priorities and schedules within limited flexibility and broad direction.
- Ability to meet tight timeframes.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Fleet management certificate qualification or relevant experience in fleet and workshop operations.
- Proven experience in an administrative support role.

Qualifications and Experience

Technology:

- Demonstrated high level skills with Microsoft 365.
- Experience in the use of financial systems, record management systems and asset management systems.

Other technical skills and experience

- Excellent customer service skills.
- Ability to communicate with key stakeholders on key fleet and plant matters.
- Ability to analyse data, compile complex reports and documentation, such as tenders, using fleet management expertise and have experience in drafting standard correspondence.
- Sound numeracy skills and experience in managing procurement practices.
- Knowledge of Occupational Health and Safety and Equal Opportunity policies and practices within the workplace.

Interpersonal Skills

- Sound verbal and written communication skills.
- Ability to communicate clearly and professionally at all levels of the organisation, and with customers.
- High level organisational and time management skills.
- Excellent attention to detail.

Key Relationships:

- Liaises closely with management and staff at all levels.
- Required to maintain a professional relationship with customers, service providers, contractors, suppliers, Operations Centre visitors, other councils and external agencies.

Management Skills

- Ability to provide on the job training and guidance to new staff and casual employees.
- Ability to set own priorities, plan and schedule a range of activities to be completed within the day/week.
- Ability to work co-operatively in a team environment as well as independently with minimal supervision.

Key Selection Criteria

- Fleet management certificate qualification or relevant experience in fleet and workshop operations.
- Experience in an administrative support role.
- Experience in the successful use of a variety of financial systems, record management systems and asset management systems.
- Ability to communicate clearly and professionally at all levels of the organisation, and with customers.
- Ability to work cooperatively in a team environment and with minimal supervision.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		None	
Hand/Arm Movement Tasks involve use of hand/arms		None	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Taking deliveries – moving items around the office, store and workshop	Very occasionally	
Standing Tasks involve standing in an upright position	Attending training or events – doing audits – inspecting fleet.	Very occasionally	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		None	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Attending training or events – doing audits – inspecting fleet.	Very occasionally	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Taking deliveries – moving items around the office, store and workshop	Very occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		None	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Using computers and reading materials	Frequently	

Any other relevant comments: