



Job Description Example
Manager of Fleet Services

Manager of Fleet Services

Duties & Responsibilities

Date:

Job Title: Manager - Fleet Services

Reports to: Vice President - Marketing

FLSA Status: Exempt

Purpose

Manage the Fleet Department to meet all utility truck service goals and maintain the fleet for maximum equipment life and minimal downtime.

Key Result Areas

A. Oversee the functions of the Fleet Department so that department goals are met with expected results, within budget and time requirements.

(Percent of Workload: 30%, Degree of importance: High)

1. Determine and implement policies and procedures to effectively meet goals
2. Communicate information and ideas to the department and related departments
3. Provide a safe work environment within the departments
4. Provide needed resources in order to achieve goals
5. Develop and manage the department and fleet budget
6. Track departmental goals

B. Coordinate the work within the department to result in compliance with regulations, controlling costs, maximum efficiency and a high level of quality.

(Percent of Workload: 20%, Degree of importance: High)

1. Implement process improvements in all positions to achieve greater efficiencies.
2. Provide customer follow-up to result in better quality and greater customer satisfaction
3. Establish, track and maintain team goals on efficiency and quality

-
4. Responsible for reviewing and ordering all equipment and properly disposing of old equipment
 5. Managing all the licensing and fuel tax usage and other compliance issues

C. Build and maintain a safe, team-oriented work environment in order to achieve department goals and high levels of satisfaction with customers and employees.

(Percent of Workload: 20%, Degree of importance: High)

1. Communicate through various means to ensure employee and customer needs are met
2. Identify problems and take appropriate action to resolve them in a timely manner
3. Mentor staff to promote team building
4. Manage the fleet to ensure top performance and safety in the field

D. Promote utility truck service to result in increased revenues from retail customers.

(Percent of Workload: 10%, Degree of importance: High)

1. Work with sales and marketing staff on advertising methods
2. Follow-up on repairs with current customers to ensure customer satisfaction

E. Manage department records to ensure accurate data for fleet life cycle information and to provide historical data for retail customers.

(Percent of Workload: 10%, Degree of importance: Average)

1. Implement systems to track all service work
2. Eliminate obsolete processes to improve the accuracy of the data
3. Improve workflow processes to increase the efficiency of each position

F. All other duties as assigned

(Percent of Workload: 10%, Degree of importance: Low)

Required Education and Expertise

- 2 years experience in managing a repair facility
- 2 years experience dealing with the general public
- Commercial Driver's License (CDL)

Knowledge, Skills and Abilities

- Keyboarding skills
- Working knowledge of Microsoft Office Suite: Outlook, Word, Access, Excel and PowerPoint
- Ability to train others
- Knowledge of Fuel Master application and fuel tank monitor system
- Knowledge of equipment used in utility truck service area
- Ability to communicate information and ideas both verbally and in writing
- Ability to develop specs
- Knowledge of principles and methods involved to promote and run retail service business and internal fleet maintenance
- Ability to deal with others tactfully
- Ability to stand, sit, walk
- Repetitive motion: keyboarding

Working conditions: Occasionally works outdoors