



Job Description Example
Fleet Assistant (Part-Time)

Date:

Job Title: Fleet Assistant (Part time)

Reports to: Manager – Fleet Services

FLSA Status: Non-exempt

Purpose

Provide clerical services that expedite and maintain repair and work orders and support fleet services staff to ensure accuracy, efficiency and excellent customer service.

Key Result Areas

A. Process completed repair orders in order to maintain filing system of completed orders.

B.

(Percent of Workload: 75%, Degree of Importance: High)

1. Receive repair orders from mechanics and parts staff.
2. Verify that repair orders are complete and calculate total work hours. If clarification is needed, locate responsible mechanic and confirm information.
3. Type handwritten repair orders into Repair Order Writer software. Select appropriate hourly rate.
4. Ensure accuracy of entries.
5. File handwritten repair orders in filing system.
6. Maintain filing system of repair orders, eliminating repair orders exceeding time guidelines.

C. Prepare work orders to assist Fleet Services staff in servicing vehicles.
(Percent of Workload: 25%, Degree of Importance: Low)

1. Note issues or concerns indicated by customers on the work order.
2. Take down contact information and vehicle specifications from customer.
3. Give estimation of time needed to complete the servicing.

*The following Key Results Areas are expected to be added on a date yet to be determined.

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- D. Assist Fleet Services staff as able to reduce work overload on team members.
(Percent of Workload: 0%, Degree of Importance: Average)
 - 1. Schedule new repair or servicing appointments.
 - 2. Backup service writer on various duties.
 - 3. Order parts in absence of parts staff.
 - 4. Answer phone calls from customers.

 - E. Perform general office duties to assist Fleet Services department in expanding its customer services.
(Percent of Workload: 0%, Degree of Importance: Average)
 - 1. Prepare department statistics documents.
 - 2. Complete corporate scorecard forms.
 - 3. Utilize website to order parts.
 - 4. Write necessary reports and assist in vehicle licensing requirements of department.

 - F. Identify work process improvements that will lead to increased productivity and effectiveness.
(Percent of Workload: 0%, Degree of Importance: Low)
 - 1. Recommend such changes and implement when appropriate.
 - 2. Adapt to changes in department by taking on increased responsibilities such as scheduling, billing, and filing.

 - F. All other duties as assigned.

Required Education and Expertise

- High school diploma
- 1-2 years previous clerical or billing experience preferred.

Knowledge, Skills and Abilities

- Knowledge of basic computers and keyboarding.
- Knowledge of MS Word, Excel, Powerpoint, and Access software.
- Knowledge in operation of basic office equipment such as copiers, phones, and printers.
- Good written and verbal communication skills.
- Excellent customer service skills.
- Detail-oriented.
- Ability to learn terminology common in utility repair industry.
- Ability to work in fast-paced environment.
- Ability to perform simple mathematical calculations.
- Ability to file alphabetically and numerically.
- Ability to read and understand written work documents.
- Ability to deal with people in a professional manner in all types of situations.
- Ability to enter noise filled work area several times per day.
- Ability to maneuver in setting with occasional trip hazards.
- Ability to occasionally to stand, sit, walk, bend and reach throughout the work day.
- Ability to lift up to 25 lbs in paper boxes and 40 lbs in parts boxes.
- Ability to pull open drawers up to 10 lbs.
- Ability to perform keyboarding continuously throughout work day.