

## Job Description

<b>Job Title</b>	<b>Fleet Maintenance Support</b>		
<b>Status</b>	Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/>	Permanent <input type="checkbox"/> FTC <input type="checkbox"/>	Duration:
<b>Department</b>	Fleet Department		
<b>Location</b>	Wolverhampton		
<b>Reports to</b>	Chris Bate		
<b>Job Purpose</b>			
The role will sit within the Fleet Management at the Wolverhampton Head Office supporting the team for all breakdowns and fleet administration. This role requires a strong knowledge of breakdown practices across the vendor network. It will involve interaction with suppliers and customers.			
<b>Duties and Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Handling inbound calls relating to HGV breakdowns</li> <li>• Booking mobile technicians where appropriate</li> <li>• Following up on all breakdowns</li> <li>• Maintenance and repair input into the FM system</li> <li>• Input of tyre information into the FM system</li> <li>• Supporting wider teams with - Call handling and Fleet maintenance bookings and administration</li> </ul>			
<b>Objectives &amp; Key Results / Measures</b>			
<b>Objectives / Accountabilities</b>		<b>Key Results / Measures</b>	
Dealing with customer updates		<b>Incident management board kept up to date</b>	
Chasing live jobs for updates		<b>Incident management board kept up to date</b>	
Correct data to be uploaded into our incident management system			
Giving an excellent customer service			
<b>Requirements (qualifications/skills/abilities)</b>			
<p>Experience in a Commercial Vehicle or a transport background            Excellent and effective communication and interpersonal skills            Must be proactive and be able to pay keen attention to the smallest of details            Strong IT skills – internal systems, Microsoft excel, outlook etc            Ability to work as part of a team and equally un-supervised            'Can do' attitude            Technical knowledge of HGV's would be highly beneficial but not essential            Ability to work within a fast-paced environment            Must be able to work well within a team</p>			
<b>Special working conditions</b>			
N/A			
<b>Direct Reports (where applicable)</b>			
Chris Bate			

<b>Key Dependencies (Internal)</b>		<b>External Interactions</b>	
Data accuracy within systems Support to BDM's Support to Rental department Support to Sales Department		Customers Repair agents	
<b>Holiday Cover Provided to</b>		<b>Holiday Cover Provided by</b>	
N/A		N/A	
<b>Issued by:</b>		<b>Date:</b>	
<b>Received by:</b>		<b>Date:</b>	
<b>NOTE: This Job Description is not intended to be all inclusive.  Employees may be asked to perform other related duties to meet the ongoing requirements of the business.</b>			