

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Fleet Maintenance Support Officer	DIRECTORATE: Assets	DATE: August 2024
REPORTS TO: Coordinator Fleet Maintenance	SERVICE UNIT: Asset Maintenance	LEVEL: 5
POSITION NUMBER: TBA	SUB UNIT: Fleet Maintenance	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Assets Directorate** is responsible for ensuring the City's assets are strategically planned, built and managed to a high standard. This includes ensuring the effective and efficient deployment of resources to maximise the benefits to the community. These benefits may be gained from major infrastructure projects like roads and buildings, and also community enhancing infrastructure like parks and coastal environments.

POSITION CONTEXT

Under the regular supervision of the Coordinator Fleet Maintenance, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers and City Leaders and employees.

The role is required to develop collaborative working relationships and an effective network of both internal and external stakeholders to support and facilitate the delivery of administrative and fleet maintenance services. A key focus of the role is to monitor, review and develop fleet maintenance systems and associated business processes.

A challenging aspect of the role is effectively managing multiple tasks and operational service activities concurrently, some of which will have variable and competing timeframes for delivery.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides a fleet maintenance support service ensuring that service delivery is timely, effective and efficient and meets both customer needs and corporate standards.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Collaboration & Teamwork	<ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Contributes to the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none">• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
Efficient & Effective Delivery	<ul style="list-style-type: none">• Provides an overall fleet maintenance support service ensuring that vehicles are maintained in a timely manner.• Monitors and analyses fleet maintenance data that supports informed decision making of the Service Unit.• Supports the research, analysis and review of fleet maintenance issues, including identifying emerging issues, developing evidence-based options and recommending solutions.• Contributes to the development and delivery of fleet, plant and equipment maintenance, in accordance with industry best practice and Asset Management Frameworks.• Prepares reports in functional area or activity tailored to the needs of the audience.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability activity.
Systems & Processes	<ul style="list-style-type: none">• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.• Contributes to the development of processes and procedures that support the work of the Service Unit.
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none">• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.• Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.• Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in a relevant discipline such as mechanics, business management or commerce is desirable.
- Relevant experience in a similar role.
- Intermediate experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Knowledge and application of fleet maintenance principles and practices relevant to fleet operations.
- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Foundational research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Coordinator Fleet Maintenance, Workshop Supervisor and Technical Officer to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Paul Winton
Approved

Date: 23 August 2024

Next Up Leader Name

Brian Gee
Approved

Date: 26 August 2024