

FLEET SERVICE MANAGER

DEFINITION: Under general supervision performs supervisory duties and senior level technical assistance work of moderate difficulty related to the maintenance, modification and repair of motor vehicles; performs related work as assigned

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Supervises and oversees fleet management operations and facilities; participates in the development of department goals and objectives; assists in planning; prepares and administers budget; recruits, interviews, and recommends applicants for employment; conducts performance appraisals; develops and implements vehicle maintenance schedules; reviews and assigns work orders and determines work requirements and priorities; evaluates work progress; maintains quality assurance on work performed; provides and ensures safety regulations and procedures.

Reviews and processes requisitions, vouchers, statements and related documents; manages parts inventories and ordering; determines and updates parts specifications and vendor requirements; responsible for computerized data and fleet management system functions and development; provides advice and assistance in the more advanced and complex aspects of automotive repair; oversees labor repairs, recalls, warranty claims and related paperwork; analyzes fleet vehicle utilization; evaluates and determines repair or replacement of vehicle maintenance equipment; maintains records, materials, supplies, and equipment.

Provides in-service training on preventive maintenance, motor vehicle operations, maintenance and repair of computer controlled systems i.e. automated fuel dispensing, computerized engine diagnostics, etc.; provides training concerning vehicle operation, maintenance and technical support; provides information and technical assistance in fleet management and operations; attends in-service and other mechanical and automotive training; prepares required reports.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of maintenance and repair of fleet vehicles including specialized emergency response, fire and police vehicles.

Knowledge of federal, state and tribal laws, rules, regulations, and guidelines related to motor vehicle operation, maintenance and repair.

Knowledge of management and administration methods, practices and procedures.

Knowledge of occupational safety and health policies and procedures relate to vehicle maintenance and repair.

Knowledge of computer hardware, software and peripherals.

Knowledge of instructional methods, practices and procedures.

Knowledge of budget planning, development and administration.

Knowledge of public relations and customer service practices and procedures.

Knowledge of federal, state and tribal environmental protection laws, practices and procedures.

Skill in prioritizing, scheduling, assigning and reviewing work.

Skill in safely instructing others in the proper use and applications of a variety of technical equipment and tools utilized in the repair and maintenance of fleet vehicles.

Skill in planning, monitoring and administering budgetary expenses.

Skill in researching, analyzing, interpreting technical manuals and resources.

Skill in developing, implementing and enforcing policies, practices and procedures.

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Skill in utilizing computer databases and software to track vehicle maintenance, inventory, budget, etc.
Skill in utilizing verbal and written communication in the development of reports, records, and presentations.
Skill in utilizing public relations/customer service techniques when responding to inquiries and complaints.
Skill in establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves traveling to remote locations, driving in adverse weather conditions and exposure to potentially hazardous chemicals and fumes.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and five (5) years full time, senior level fleet vehicle maintenance and repair experience, two (2) years of which must have been in a supervisory capacity.

PREFERRED QUALIFICATIONS:

- An Associate's of Applied Science degree in Automotive Technology or related field.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation vehicle Operator's Permit within 90 days of date of hire. Additional certification may be required.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.