

## CITY OF HAMILTON

### **PUBLIC WORKS DEPARTMENT**

### **(ENERGY, FLEET & FACILITIES MANAGEMENT DIVISION – FLEET SERVICES GARAGE– LOCATION – 330 WENTWORTH ST. N.)**

### **VEHICLE SERVICE COORDINATOR – CUPE 5167**

#### **SUMMARY OF DUTIES**

Under the supervision of the Superintendent, Fleet Services Garage works with Fleet Services staff and their clients to co-ordinate the completion of scheduled and unscheduled work. Administers, maintains and reports on overall success of Preventative Maintenance (PM) and scheduled work tasks while making recommendations for improvements. Co-ordinates the service and repair of fleet assets through established procedures and contracts. Assists technicians and staff, as directed, to ensure maximum utilization of asset management system and its various reports. Responsible for processing invoices from contracted vendors through Web Center, including verifying work billed is as requested and is appropriate for fleet asset. Reviewing and approving quotes for work submitted from contracted vendors following established processes. Provides administrative support to Fleet Services superintendent as directed.

#### **GENERAL DUTIES**

Provide front-line access point to Fleet Services clients, determine nature of required service and proceed with the appropriate option to initiate service.

Road test or operate equipment for purposes of initial diagnosis or to organize parking and storage of various vehicles.

Perform inspections and minor adjustments/repairs on an as required, time available basis.

Create work orders as required and schedule work with the appropriate external vendor or forward to Fleet Foreperson to initiate repair with internal resources.

Provide clear direction to external vendors on required service and document appropriately.

Arrange for transportation of Fleet Assets to external vendors in accordance with contract terms and established internal agreements.

Communicate both in writing and verbally with Clients and vendors regarding nature of scheduled and unscheduled repairs, road service, estimated time of completion and changes that impact initial cost and estimated time of completion using tact, diplomacy and problem-solving skills.

Prepare written and verbal estimates for repair work by co-ordinating client's request, technician's findings, part's department costing and other external software programs for repair time; request similar estimates from vendors as required. Communicate estimates with clients as directed.

Co-ordinate, monitor and approve changes to the sublet repairs of Fleet assets in accordance with existing agreements, processes and procedures.

Monitor consistency of sublet repairs and report inconsistencies to Superintendent.

Enter and update database of all work, current stage of work and estimated time of completion.

Coordinate transportation of Fleet assets upon repair completion.

Monitor, review and audit resulting invoicing to ensure compliance to approved repairs and in accordance to estimates

and contracts agreements.

Process invoices through city's financial system.

Monitor the quality and quantity of work performed by outside vendors and report findings to Superintendent/Foreperson.

Liaise with technicians, vendors and clients, to plan, schedule and monitor repairs to Fleet Assets which are covered by manufacturer's warranties and recalls.

Maintain consistency of database records using a combination of Maintenance Management software, Microsoft Excel, Word, Outlook and hand-written forms.

Monitor expenditures and ensure adequate approved funds are available for repairs. Report concerns in consideration of future requirements and adequate lead times to process requests for increasing funds

Generate automated work schedules from approved. yearly preventative maintenance plan that includes. but is not limited to:

- Preventative Maintenance Services
- Vehicle Annual Inspections (PMCVI)
- Vehicle Emission Testing
- Annual Lifting Device Inspections
- Annual Hoist Inspections
- Annual Torque wrench calibrations
- Repairs relating to or resulting from Maintenance Inspections
- Co-ordinate repairs with Outside Foreman/Woman & Satellite garages

Maintain automated Client Notifications system which provides clients with reports containing scheduled PM services for fleet assets

Plan and co-ordinate distribution of documents to clients; e.g. license plates / stickers, ownership or CVOR documentation as required.

Receive and process accident claims from client groups, review and co-ordinate necessary actions required due to missing damage claims.

Provide input into creating efficient and cost-effective work methods, procedures and schedules.

Research investigate and complete ad-hoc reports for activities related to repair operations. Monitor vendors compliance with contract documents, applicable regulations, procedures, policies, Service Level Agreements and safe working practices. Record and report all infractions to the Superintendent.

License Renewal For 310T certificate of Ontario College of Trades.

Maintain tool inventory for Fleet Services garages including verifying items, yard locations as well as condition.

Complete special projects at the direction of the Superintendent, Garage Maintenance.

Assist the Superintendent as required.

Perform other duties as assigned which are directly related to the responsibilities of this position.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate

and departmental policies and procedures related to Occupational Health and Safety.

**QUALIFICATIONS**

1. Demonstrated knowledge and strong administrative skills with excellent attention to detail in the duties described above normally acquired through a combination of education or relevant work experience.
2. Must possess and maintain a valid 310Truck and Coach Certificate of qualification and a 310S Automotive Service Technician certificate of qualification.
3. Previous demonstrated experience trouble-shooting and repair of mechanical problems related to automotive vehicles.
4. Previous demonstrated experience with work order maintenance management system.
5. Ability to prioritize and organize multiple tasks/assignments in order to meet deadlines in an environment with frequent interruptions.
6. Demonstrated experience working in a customer service focused environment.
7. Must possess well developed interpersonal, verbal and writing skills.
8. Basic working knowledge of Excel, Word and Outlook.
9. Demonstrated experience and skill to input and manipulate data accurately at an acceptable speed.
10. Must hold a valid Ontario Driver's Licence, Class "G".

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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