

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION - FLEET MAINTENANCE – LOCATION – 2200 UPPER JAMES ST.)

### VEHICLE SERVICE COORDINATOR-TRANSIT – ATU 107

#### SUMMARY OF DUTIES

Under the supervision of the Superintendent of Transit Maintenance Capital Planning and Contracts works with Fleet Maintenance 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 support to Maintenance Superintendents as directed.

#### GENERAL DUTIES

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.

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

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 from vendors.

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.

Enters new assets, maintains consistency and compliance of database records for Provincial/Corporate and Divisional policies and procedures using a combination of EAM Software, Microsoft Excel, Word, Outlook and hand-written forms.

Monitor expenditures and ensure adequate approved funds are available. 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 (including lubrications and tire rotations/inspections)
- Annual vehicle 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 other locations as required

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

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 (SLA's), and safe working practices. Record and report all infractions to the Superintendent.

Complete special projects and supporting documentation at the direction of the Superintendent.

Assist the Superintendent as required to make daily operational requirements.

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. Understanding of procurement procedures and legal documents associated with tenders.
3. Previous demonstrated experience with work order maintenance management system (EAM software) an asset.
4. Ability to prioritize and organize multiple tasks/assignments in order to meet deadlines in an environment with frequent interruptions.

**Job Description #: 7709**

5. Demonstrated experience working in a customer service focused environment.
6. Must possess well developed interpersonal, verbal and writing skills.
7. Proficient use of Excel, Word and Outlook.
8. 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.**