

POSITION DESCRIPTION: Fleet Coordinator

Approval Date	August 2018		
Business Unit	Cars	Location	Auckland
Reporting to	Sourcing Team Leader	Direct Report	Nil

Job Purpose

The Fleet Co-ordinator will operate as an integral member of the Branch.

- To provide effective and efficient support to Fleet and Company vendors, co-ordinating, collecting and disseminating information that is required to book in, prepare, sell and report on their vehicles that are entered for sale.

Company Values

The Fleet Co-ordinator will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Branch Sales Team • Branch Manager • Office Manager • Other Branch Staff • Support Office employees 	<ul style="list-style-type: none"> • Key dealer vendor relationships • Vendors & buyers

Key Accountabilities

Accountabilities	Performance Measures
Customer Relationships	
<ul style="list-style-type: none"> • Effectively service and manage National Fleet and Company vendor accounts with the goal to increase customer satisfaction levels • Effectively handle Fleet and Company vendor enquiries and complaints and /or direct to the appropriate staff member 	<ul style="list-style-type: none"> • Number of vehicles sold • Number of entries • Consistent positive feedback from customers
Vehicle Information /Data	
<ul style="list-style-type: none"> • Fully and accurately enter booking-in information in the computer system (including sourcing any missing details for items booked in) 	<ul style="list-style-type: none"> • Data accuracy and quality – 100% complete by deadline
Sales Support	
<ul style="list-style-type: none"> • Provide weekly/monthly/ad-hoc customer reporting as required 	<ul style="list-style-type: none"> • Management and staff feedback • Customer feedback

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Advise all vendors of sales outcomes within the required timeframes • Complete and sign off all vendor sales in the computer system • Monitor InfoNow to ensure up to date and accurate information is presented to vendors and act upon InfoNow requests in timely manner • Organise transportation for the delivery or removal of vehicles as required • Strictly ensure all billing to customers is as per contracts • Regularly check the status of customers vehicles on the yard 	
Consultant Support	
<ul style="list-style-type: none"> • Provide support to branch consultants as required in both public and dealer evaluations and sales: pre, post and during auctions 	<ul style="list-style-type: none"> • Management and staff feedback • Customer feedback
Auction Support	
<ul style="list-style-type: none"> • To actively assist in preparing and presenting auction goods to their best advantage - as tasked/assigned. Maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times. Also co-operate with other staff/departments and promote strong team spirit. • To manage and provide for all customer needs including BuyNow and bidder follow up. • To assist customers with their enquiries giving them correct and useful information and manage all online and offline enquiries as assigned. Also provide assistance when required during auction events – including bid spotting or absent bidding representative as required 	<ul style="list-style-type: none"> • Positive feedback received. • Extent of set up for auctions within set time frames, to safety standards, and to customer specification as assigned. • Effectively handle Key Vendor enquiries and complaints, informing the Sourcing Team Leader • Achieve contributions and meet standards as determined by the Sourcing Team Leader (or his/her representative) • Achieve contributions and meet standards as determined by the Sourcing Team Leader (or his/her representative). • Achieve contributions and meet standards as determined by the Sourcing Team Leader (or his/her representative).
Personal development	
<ul style="list-style-type: none"> • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Values	
<ul style="list-style-type: none"> • Align with and promote at all times Turners values 	<ul style="list-style-type: none"> • Internal and external feedback (formal and anecdotal) received.
Health and Safety	

Accountabilities	Performance Measures
<ul style="list-style-type: none"> Ensures own safety and the safety of others around Turners businesses Follows all Turners and 'best practice' safe work procedures, practices and instructions Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> Undertake all special assignment work, projects, and all other tasks as requested Any other duties as and when required to ensure continuity of business 	<ul style="list-style-type: none"> Achieve contributions and meet standards as determined by Manager (or his/her representative).

Qualifications and Experience

Essential

- Computer literacy
- Basic Microsoft Office in Outlook

Preferred

- Driver License
- NCEA Level 3 English and Maths or equivalent

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

Competencies

- Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- Interacting with People** – Relates well with people from a wide variety of backgrounds.
- Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.

- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **General Business** – understands basic business principles in conducting one’s duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: