

Fleet Support Officer

POSITION DESCRIPTION



Position Number:	3216
Department:	Organisational Services
Section:	Fleet and Facilities
Unit:	Fleet Services
Position Status:	Permanent Full Time
Classification:	Level 3 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Fleet Administration Supervisor
Revised:	October 2026

General Position Statement

This position supports Council's direction by providing support and systems administration functions for the Fleet Services Unit in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide asset system administration functions for the Fleet Asset Register.
- Collate and complete the administrative functions associated with planning and scheduling maintenance works for assets in the Fleet Register.
- Monitor and review contractor work is completed within agreed timeframe and costs, while meeting safety, compliance and quality standards.
- Provide support and training to workshop staff in the use of asset/works systems and technologies to ensure accurate records are made on maintenance actions and labour resources.
- Develop and implement auditing processes and systems to ensure regulatory compliance.
- Produce and review a range of reports on maintenance forecasting, team and asset performance, and fleet utilisation for distribution.
- Prepare and maintain safety and quality procedures and processes for the various work processes.
- Assist in the development of work plans for asset maintenance, safety management, housekeeping and audit.
- Provide a customer service function liaising between workshop and asset users.
- Provide support to front of counter, providing advice and knowledge of services.
- Provide project support and liaise with internal and external stakeholders to confirm requested services, schedule works and undertake procurement processes.

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- Contribute to enhanced use of technology to assist in the efficient management of resources and services to ensure consistency where feasible.
- Provide training for new and existing staff in the Asset Management Systems.
- Provide support and point of contact to service providers for the management of Council's 2-Way radio network, including radio programming, outage resolution, contractor works supervision, and network performance management.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Experience in Asset Management System administration.
- Ability to demonstrate or gain knowledge and understanding of maintenance scheduling processes, internal customer service standards and relevant policies and procedures.
- Ability to interpret and analyse data, compile technical reports and presentations.
- Thorough knowledge of work procedures relevant to the work area.
- Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
- Working knowledge of statutory requirements relevant to work environment.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), and the MS Office Suite.

Qualifications

- Qualifications or experience in maintenance planning, finance and fleet management systems

Behaviours

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- **Customer Service** – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- **Safety** – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- **Code of Conduct** – Act in accordance with Council's Code of Conduct.
- **Council Values** – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment with frequent site visits for plant inspections.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised in accordance with Council's Occupational Risks and Immunisation Register.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	