Fleet Coordinator

- **Reporting To:** Fleet Manager
- **Direct Reports**: N/A
- **Business Unit**: School Dental Program
- **Enterprise Agreement**: *Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027*
- **Classification:** HS2
- **Review Date**: October 2026

Our Organisation:

Oral Health Victoria (OHV) is the leading public oral health agency in Victoria. We aim to improve the oral health of all Victorians through the provision of clinical dental services, leading of prevention and population health programs, contributing to policy and research, and partnering with communities and organisations across Victoria.

Position Purpose:

OHV as the responsible agency, manage and maintain the key site at Royal Dental Hospital of Melbourne (RDHM) 720 Swanston Street Carlton including the adjoining Corporate Services Building on the east side of RDHM.

The role of the Fleet Coordinator will be at this location, and purpose of the position is to support the setting up and management of assets and infrastructure associated with the School Dental Program (SDP) and other OHV fleet, this includes vehicles and associated plant and equipment. The SDP fleet consists of 'examination vans' with mobile dental equipment and single chair dental 'treatment' vans. This role involves a range of services including efficient management of incoming and outgoing work requests, asset data management, assisting with facilitating corrective and preventative maintenance schedules, administrative activities to support the Fleet Manager.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities

Role Specific

- Update and maintain asset data, ensuring relevant data is captured in a timely manner in the asset management systems.
- Monitor and coordinate repair work orders logged via asset management system ensuring all records are correct, current and completed in set time parameters.
- Coordinate servicing and repair contractors ensuring minimal downtime to School Dental Program schedules.
- Prepare vehicles for pre-deployment including pre-issuance check, arrange cleaning and final quality assurance prior to delivery.
- Manage and maintain continuous coverage for fuel, tolls, and roadside assistance.
- Process traffic infringements in a timely manner.
- Coordinate insurance claims and repairs
- As the key point of contact for internal/external stakeholder enquiries, respond to, administrate, manage, assign, and follow up all incoming requests and queries, within set turnaround time parameters.
- Collation of service reports and data, electronic filing and uploading to asset management system.
- Assist with coordinating corrective and preventative maintenance schedules, ordering of range of services, equipment, and materials as directed.
- Undertake administrative duties and projects, making recommendations for setting up and the delivery of efficient operations and systems functionality, as directed.
- Assist and provide fleet data as directed as part of the system improvement program.
- Undertake other reasonable duties as requested, ensuring effective and timely completion

Generic:

- Model behaviours that demonstrate the Victorian Public Sector and OHV values in all aspects of work
- Undertake continuous professional learning and development to ensure current

competence including any prescribed training in safety and quality
- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the work environment by actively participating in the ongoing identification and prevention of risks.
- Maintain client privacy and confidentiality in accordance with organisational procedures and policies.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the OHV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Role Requirements

Knowledge

Mandatory

- Knowledge of customer service principles and practices.
- Advanced computer skills in Microsoft Suite of programs, database and information systems.
- Valid Victorian Drivers Licence
- Satisfactory working with Children's Check (Vic) *if applicable
- Valid Police Check
- Vaccination requirements as required by the Department of Health guidelines

Desirable

- Knowledge of OHV and public oral health
- Qualifications/knowledge in Fleet Management or equivalent certificate
- Understanding of oral health terminology
- Knowledge practices and process including administration in asset management.

Experience

Mandatory

- Experience in an administrative role with strong attention to detail and the ability to manage high volume tasks efficiently and accurately

- Demonstrated experience in establishing priorities, setting workloads, following through to meet deadlines and service level agreements and work with minimal supervision
- Excellent verbal and written communication skills
- Experience in providing superior customer service and the ability to work with diverse stakeholders and managing critical business relationships
- Experience in managing and resolving customer queries and issues

Desirable

- Experience working within a public health and/or government organisation

Behavioural Competencies:

- Aligning Performance for Success
- Building Trust
- Coaching
- Collaboration
- Continuous Improvement
- Customer Focus
- Decision Making
- Gaining Commitment
- Planning and Organising
- Quality Orientation

KPIs

- Meet 100% compliance and accreditation requirements
- Timely and accurate reporting on asset management activities.
- Client satisfaction - KPIs to be determined
- Other KPIs will be developed with the incumbent as part of MyPathway