



POSITION DESCRIPTION – APRIL 2023

POSITION TITLE: Fleet Administrator

LOCATION: FRCS Head Office, Suva

REPORTS TO: Manager Facilities & Projects

THE ORGANIZATION

The Fiji Revenue and Customs Service (FRCS) is a statutory Service established under the FRCA Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

The role is responsible of the organizations fleet in terms of: Organize vehicle requests, Verify and review GPS Report against the vehicle requests to approve overtime, organize for vehicle servicing and maintenance & Organize vehicles for outer port requests.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p style="text-align: center;">Internal Process</p>	<ul style="list-style-type: none"> • Receive vehicle requests and sign for approval for vehicle to move. • Prioritize an important run that is inspection/field audit by taxation and operations conducted by customs. • Requests are then given to the drivers that is free to take the run. • Check the motor vehicle requests against the GPS report for proof of the job being done. • Forward quotations to Finance for repairs for the official vehicles. • Organize the payments for servicing and passing of vehicles from Finance. • Approval of overtime is given as per the GPS and vehicle request. • Prepare returns and submit the fuel receipts to Properties. • Advise Properties of any complains about the vehicle. • Attend to incident and accidents and provide report to properties. • Organize vehicle runs for outer ports. • Organize vehicle runs for overseas facilitators. • Organize requests for Authority to Driver official vehicle. • Liaison with Properties Officer regarding vehicle problems that cannot be sort at Port level. • Assist in writing Memo for purchase of new motor vehicles. • Prepare LPO for the purchase of new motor vehicle.

	<ul style="list-style-type: none"> • Assist Car Dealers in new vehicle registration with LTA. • Assist in driving when drivers are taking leave. • Assist in Properties work when the need arises.
Partnerships and Customer Service	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS. • Ensure that the highest standards of internal and external customer service are consistently delivered by your Team.
Relationship Management	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS. • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
Risk Management and Security	<ul style="list-style-type: none"> • Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact. • Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL

Diploma or higher in either Business Studies, or Management

Certificate level qualification in motor vehicle.

Valid driver license from 2 -5 with clean records, Computer Literacy.

More than 3 years' experience in fleet.

Experience in similar role within a large complex Organization.

PERFORMANCE COMPETENCY INDICATORS

As a Fleet Administrator, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Manager Projects & Properties on progress and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
Process Management	<ul style="list-style-type: none"> • Consistently good at identifying the necessary processes and organising the right people to get things done. • Knows what to measure and how to measure it so that complex processes can be refined and more can be achieved with fewer resources. • Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Decision Quality	<ul style="list-style-type: none"> • Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate. • Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none"> • Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
Listening	<ul style="list-style-type: none"> • Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees. • Demonstrates tolerance with people and processes by listening, checking, and understanding information before making judgements or acting
Courage Conversation	<ul style="list-style-type: none"> • Is direct and honest in their communication with other by providing timely, complete, and “actionable” feedback (positive and critical) • Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so
Intellectual Horsepower	<ul style="list-style-type: none"> • Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. • Is intellectually sharp, capable, and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. • Conducts high quality and honest analysis of information and data to aid in problem solving
Self-Development	<ul style="list-style-type: none"> • Is personally committed to and actively works to continuously improve self. • Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

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