

POSITION DESCRIPTION

POSITION TITLE:	Workshop Service Advisor
DIVISION:	Assets, Operations & Sustainability
DEPARTMENT:	Assets
SECTION:	Fleet
CLASSIFICATION:	Band 5

POSITION OBJECTIVES:

The Workshop Service Advisor provides high-quality service advisory and fleet administration support to the Workshop and Fleet teams, ensuring workshop jobs, work orders and compliance activities are managed accurately, efficiently and in accordance with Council's policies and the direction of the Fleet Workshop Supervisor.

The key objectives of the position are:

- To provide service advisory support to internal and external fleet customers, coordinating workshop bookings, work orders and job status updates to ensure efficient workshop operations.
- To utilise TechOne and other fleet management systems to accurately record, track and report on workshop activities, work orders, asset data and maintenance schedules, within the direction set by the Fleet Workshop Supervisor.
- To coordinate parts ordering, inventory management and supplier liaison to ensure workshop materials and consumables are available when required, and that all procurement activity complies with Council's Procurement Policy.
- To maintain accurate fleet compliance, registration and service records, and assist the Fleet Workshop Supervisor with administrative reporting and budget support activities.

KEY RESPONSIBILITIES AND DUTIES:

1. Service Advisory & Customer Service:

- Act as the primary point of contact for internal and external customers lodging fleet maintenance and repair requests, providing timely updates on job status and expected completion.
- Create, manage and close work orders in the new Fleet Management Software, ensuring all relevant job details, labour, parts and costs are accurately recorded in accordance with Council's asset management requirements.
- Coordinate workshop bookings and job scheduling in consultation with the Fleet Workshop Supervisor, ensuring efficient use of workshop resources and minimal disruption to Council operations.
- Liaise with fleet users, departments and external contractors to facilitate vehicle and plant drop-off, pick-up and loan arrangements as required.
- Support continuous improvement of workshop service and administrative processes, identifying opportunities to enhance efficiency, data quality and customer outcomes.
- Prepare and distribute reports from the new Fleet Management Software to assist the Fleet Workshop Supervisor with workshop performance monitoring and maintenance planning, as directed.
- Respond to general fleet service enquiries in a professional and timely manner, redirecting technical or complex matters to the Fleet Workshop Supervisor as appropriate.

2. Fleet Management System & Administration:

- Utilise the Fleet Management Software to raise and manage purchase orders, work orders and service requests, ensuring data integrity and timely processing in accordance with Council's financial procedures.
- Maintain accurate and up-to-date asset data within the Fleet Management Software, including service histories, warranty information, compliance records and defect reporting, to support informed decision-making by the Fleet Workshop Supervisor.
- Enter and maintain accurate fleet details pertaining to inventory, servicing and maintenance in TechOne, ensuring records are current and complete.
- Coordinate and track vehicle and plant registrations, roadworthy certificates and insurance renewals to ensure all fleet assets remain compliant with legislative requirements.
- Monitor and schedule periodic safety inspections, load tests and compliance checks for plant and equipment, coordinating with relevant teams and external authorities as required.
- Maintain records of pre-start check submissions, defect reports and corrective actions in the Fleet Management Software to support audit readiness and WHS compliance.

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3. Parts, Consumables & Supplier Coordination:

- Source, order and receipt parts and consumables required for workshop repairs and servicing, liaising with approved suppliers and ensuring value for money in accordance with Council's Procurement Policy.
- Process parts invoices and purchase orders through the Fleet Management Software, ensuring accurate allocation to work orders and timely payment to suppliers.
- Manage parts inventory and stock control for the workshop, including receipt of deliveries, storage and periodic stocktaking as required.
- Liaise with external service providers and specialist contractors for work outside workshop capabilities, coordinating access, approvals and quality assurance under the direction of the Fleet Workshop Supervisor.
Monitor and follow up on outstanding warranty claims, service recalls and defect notifications, coordinating with suppliers and the Fleet Workshop Supervisor as appropriate.

4. Workshop Compliance

- Support the Fleet Workshop Supervisor with data preparation for VicRoads, NHVR and other statutory reporting requirements.
- Liaise with the Fleet Workshop Supervisor to ensure fleet users are kept informed on the status of plant service, maintenance history and expected completion times.

5. Financial & Budget Support:

- Assist the Fleet Workshop Supervisor in monitoring workshop expenditure against the Fleet Operating Budget by maintaining accurate records in the Fleet Management Software and escalating any cost variances or anomalies as directed.
- Process supplier invoices and purchase orders in a timely and accurate manner, ensuring correct allocation to work orders and cost centres in the Fleet Management Software.
- Maintain and update documentation to ensure records are accurate, current and compliant with relevant legislation, regulations and Council policy.

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ORGANISATIONAL RELATIONSHIPS:

Reports to:	Fleet Workshop Supervisor
Supervises:	Contractors
Internal Contacts:	Council Staff
External Contacts:	Contractors; Suppliers

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	☐ YES ☒ NO
PRE-EMPLOYMENT MEDICAL CHECK - The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) - The incumbent must undergo a Pre-Employment Audio Test	☐ YES ☒ NO ☐ YES ☒ NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Accurate and timely creation, management and closure of work orders and service requests in the Fleet Management Software, operating within the direction and priorities set by the Fleet Workshop Supervisor.
- Reliable processing of parts orders, invoices and purchase orders in accordance with Council's financial procedures, with overall budget accountability retained by the Fleet Workshop Supervisor.
- Maintenance of accurate and up-to-date fleet compliance, registration and service records in the Fleet Management Software.
- Provision of high-quality service advisory support to internal customers and fleet users, ensuring enquiries and job requests are handled professionally and within the guidelines set by the Fleet Workshop Supervisor.
- Monitoring the performance of the plant maintenance program and providing regular reports to senior management on key performance indicators such as cost, quality, and timeliness.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- A degree of guidance and advice is available to the occupant of this position, particularly from the Fleet Workshop Supervisor and Coordinator, but the occupant is expected to use their judgement and experience to make independent decisions as required.
- The incumbent is required to respond to all general inquiries in a professional manner and redirect more specific inquiries as appropriate.
- Procedures are likely to be well understood by the occupant of this position, as they are expected to work within Organisation Policies and Procedures, including WHS, EEO and Code of Conduct.
- Applying procedural and technical knowledge to resolve routine service advisory matters, and escalating complex, unfamiliar or high-impact situations to the Fleet Workshop Supervisor.
- A degree of problem solving is involved in this position, as the occupant is responsible for identifying and resolving problems related to the maintenance and repair of plant and equipment.

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SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Proficient use of a Fleet Management Software or equivalent enterprise asset and financial management system for work order management, purchase orders, reporting and data entry.
- Sound understanding of fleet and plant maintenance processes, including servicing schedules, compliance requirements and parts management. Understanding of budgeting and financial requirements, including the ability to assist in monitoring expenditure and processing invoices within Council's financial systems.
- Demonstrated ability in the use of Microsoft Office Software, Excel and Fleet Management programs (TechOne, AusFleet etc).

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- The ability to develop and implement project management plans, including project timelines, budget and resource allocation, risk management, and communication plans.
- Demonstrated ability to operate with minimal supervision and show high levels of initiative
- Well-developed written and oral communication skills, including the ability to develop correspondence and reports.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to communicate effectively and professionally with individuals at all levels of the organization, including managers, coworkers, and customers.
- Ability to work collaboratively within the Fleet and Workshop team and build effective working relationships across Council departments.
- Demonstrated ability to maintain a positive attitude, even in challenging situations and inspire others to do the same.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- in Automotive Technology, Business Administration or a related field, or equivalent demonstrated experience.
- Experience in a workshop service advisory, fleet administration or similar role within local government, transport or a related industry.
- Experience in inventory control of parts and resources.
- Demonstrated experience using TechOne or a comparable enterprise asset management or financial management system.
- Current Driver's Licence.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☒	☐
– below 10kgs	☐	☐	☒	☐
Manual handling frequency	☐	☐	☒	☐
Repetitive manual work	☐	☐	☐	☒
Repetitive bending/twisting	☐	☐	☐	☒
Repetitive kneeling/squatting	☐	☐	☐	☒
Working with arms above head	☐	☐	☐	☒
Lifting above shoulder height	☐	☐	☐	☒
Using hand tools – vibration/powerful	☐	☐	☐	☒
Operating precision machinery	☐	☐	☐	☒
Close inspection work	☐	☐	☐	☒
Wearing hearing protection	☐	☐	☐	☒
Wearing eye protection	☐	☐	☐	☒
Wearing safety shoes/boots (steel cap) / gum boots	☒	☐	☐	☐
Wearing other relevant PPE	☒	☐	☐	☐
Working in dusty conditions	☐	☐	☐	☒
Working in wet/slippy conditions	☐	☐	☐	☒
Working with chemicals/solvents/detergents	☐	☐	☐	☒
Washing hands with soap (hygiene)	☐	☐	☒	☐
Working at heights	☐	☐	☐	☒
Working in confined spaces	☐	☐	☐	☒
Working in chillers (+4 degrees C)	☐	☐	☐	☒
Performing clerical duties	☐	☒	☐	☐
Working on a keyboard	☒	☐	☐	☐
Driving cars and/or trucks	☐	☐	☒	☐
Other (please specify)	☐	☐	☐	☐
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

- 1.** Post trade or tertiary qualifications in Automotive Technology, Business Administration or a related field. Or, demonstrated experience in a workshop service advisory, fleet administration or similar role, including work order management and customer liaison.
- 2.** Proven proficiency in TechOne or an equivalent enterprise asset or financial management system, including work order creation, purchase orders, reporting and data entry.
- 3.** Strong interpersonal and communication skills, with the ability to liaise effectively with internal customers, tradespeople, contractors and suppliers. Knowledge of local government procurement policies and financial administration procedures.

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