



Title: Fleet Specialist

Location: Surrey, BC

Job Summary:

Working in accordance with the organization's strategic vision, core values and leadership competencies, this position is accountable for the coordination and support to optimize FortisBC's Automatic Vehicle Location (AVL) integration and service. This position works with the Gas and Electric business and reports to the Fleet Support Supervisor.

Key Accountabilities:

- Monitors, analyze and reports on data trends that may impact business processes. Research and recommend solutions and seek efficiencies to reduce budget pressures and sustainability to reduce carbon footprint. Compile, analyze and prepare reports related to operations activities regarding performance and cost efficiency, asset utilization and customer service.
- Address all AVL enquiries, including software and hardware issues. Investigate reported process breakdowns within the AVL system and work collaboratively to analyze the processes and procedures to determine root cause and makes recommendations for corrective actions Responsible for implementing fixes and communication to impacted areas.
- Work closely with stakeholders in the Gas and Electric business and Fleet Customers with system training and usage, ongoing support and guidance. Provide end-user support for the AVL system. Where required, communicates all pertinent system/process changes to all impacted end users.
- Coordinates AVL device integration including the installation, removal and transfers of AVL devices in all FBC fleet vehicles. Determines assignment of AVL access. Responsible for the administration and maintenance of rules or configuration changes as required. Ensure all organizational and vehicle changes are updated on a monthly basis.
- Establish and maintain effective and collaborative working relationship with internal and external partners, working primarily with AVL vendor(s), Operations, Information Systems and Training. Liaise with the AVL vendor to maintain and publish support and training materials (e.g. Intranet) to end users. Prepare procedures and facilitate training

- Act as point of contact for appropriate stakeholders (e.g. Management, Human Resources, customer) and address and/or provide support on matters of a confidential and sensitive nature. Working closely with appropriate parties to identify/address issues, investigate, correlate data, and prepare reports and summaries with respect to the matter.
- Maintain data and software quality within the AVL system to ensure the results are reliable and the system is fully functional. Responsible for the day-to-day system administration and maintenance to ensure accurate reporting.
- Gather, organize, store and maintain relevant records for retrieval as required and optimize collection and usage.
- Attend to information requests; determine nature and urgency of request. Source and compile information and ensure accuracy in the dissemination of information and the status of departmental issues.
- Provide feedback to Manager for budget development and monthly variance reporting activities; investigate discrepancies and contact others to obtain information.
- Maintain knowledge and understanding of industry regulations and technological changes and trends in order to ensure industry compliance. Assist in the updating and development of policy and procedures. Seek opportunities for continuous improvement.
- Review and update Company's National Safety Code (NSC) program to ensure compliance with current and new regulations. Responsible for the implementation of Electronic Logging Device (ELD) regulations, compliant with the NSC.
- Special projects and other duties, as required.

Education and Experience:

Diploma in Information Technology, Business Administration or a related discipline from a recognized program plus a minimum of two (2) years transportation, logistics or fleet management/automatic vehicle location (AVL). An equivalent combination of education and experience will also be considered. Valid BC Driver's license.

Technical Competencies:

- Demonstrated working knowledge with fleet management system and AVL applications.
- Knowledge and understanding of industry regulations and relevant legislation (e.g. privacy)
- Demonstrated ability to exercise judgement, tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature
- Demonstrated investigative and analytical skills
- Demonstrated ability to work with and prepare accurate and complex reports
- Customer service orientation and problem solving skills
- Demonstrated ability to develop and maintain effective working relationships

- Demonstrated ability to communicate effectively both verbally and in writing
- Demonstrated ability to organize work, meet priorities and to work within demanding work schedules
- Demonstrated ability to analyze and resolve problems/conflict
- Demonstrated ability to work both independently and as part of a team
- Demonstrated ability to follow high level instructions and work with detailed information
- Intermediate level computer skills in Microsoft Office Suite