

County of Henrico Job Classification

Fleet Service Coordinator



General Summary of Classification:

Coordinates fleet service operations for County vehicles and equipment, including scheduling preventive maintenance and repairs, dispatching service calls, monitoring work order progress, and maintaining accurate records. Serves as the primary liaison between Fleet Services, County departments, and external vendors to ensure timely and efficient service delivery. Performs related administrative and operational duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Receives and processes service requests for County vehicles and equipment; determines priority and schedules work orders in the fleet management system.
- Dispatches service personnel and equipment for routine and emergency roadside assistance; coordinates towing and recovery services as needed.
- Tracks work order status from initiation through completion; updates records and communicates progress to internal customers.
- Coordinates preventive maintenance schedules and ensures compliance with established service intervals.
- Communicates with vendors for outside repairs, obtains estimates, schedules work, and monitors progress; verifies quality and accuracy of completed work.
- Maintains historical service records for vehicles and equipment; prepares recurring and special reports on fleet status, maintenance schedules, and service performance.
- Monitors inventory of parts and supplies; initiates requests for replenishment as needed.
- Provides customer service to County departments, responding to inquiries and resolving routine service issues promptly.
- Operates telephones, radios, and computer systems to manage dispatch and service coordination activities.
- Assists with emergency response operations and after-hours service calls as required.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Working knowledge of automotive and heavy equipment maintenance principles; familiarity with fleet service operations and dispatch procedures; ability to interpret basic technical information related to vehicle systems and repairs.
- **Technical:** Proficiency in using fleet management software and standard office applications; ability to prepare accurate reports and maintain detailed records; basic math skills for inventory and cost tracking.

- **Interpersonal, Communication and Customer Service:** Strong verbal and written communication skills; ability to interact professionally with internal staff, vendors, and service providers; ability to manage multiple priorities in a fast-paced environment.
- **Decision-making and Authority:** Ability to prioritize service requests and make routine decisions within established guidelines; ability to escalate complex issues appropriately.
- **Leadership:** Non-supervisory; provides coordination and guidance to service personnel and vendors without formal supervisory authority.
- **Environment:** Work performed primarily in an office setting with periodic exposure to shop and field environments; may work under time-sensitive conditions and during emergency events.
- **Physical:** Visual and hearing acuity sufficient for communication and data entry; physical ability to occasionally lift and move items up to 25 pounds and traverse shop or yard areas.

Minimum Education and Experience:

- **Education:** Graduation from high school or GED; coursework or training in automotive technology, fleet operations, or related field preferred.
- **Experience:** Three (3) years of experience in fleet maintenance coordination, dispatching, or related automotive service operations.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety-sensitive positions.
- Successful completion of all required NIMS courses.
- Valid driver's license with a safe driving record.
- May require Forklift Operator certification and familiarity with County purchasing procedures.

Job Code: G.F.C.0026

Date of Last Revision: 23-Feb-2026

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.