Bureau of Enterprise Fleet
Enterprise Fleet Manager
Enterprise Program Section Chief (81-02)

Position Summary

Under the general supervision of the DOA Bureau of Enterprise Fleet Director, this position is responsible for providing oversight for the continual improvement process to deliver fleet services more efficiently through increased accountability and at the lowest possible cost.

This position will use state fleet data from the enterprise fleet asset management system and from telematics like GPS to reduce state fleet travel costs and improve state fleet transportation efficiencies. The position will review policies, procedures, and systems to reduce costs and implement fleet efficiency strategies.

The position will serve as the enterprise fleet business lead for the enterprise fleet asset management system. Duties and responsibilities also include oversight of DOA fleet programs including efficient management and operation of Central Fleet, Vanpool operations and the statewide agency vehicle leasing program. This position works closely with vendors, fleet staff across the enterprise and UW System, develops and administers budgets and assists in establishing rates.

Goals and Objectives

30% A. Administer the statewide and UW System-wide enterprise fleet management program to improve efficient state fleet management policies, procedures and operations to provide state business travel at the lowest possible cost.

A1. Develop and support improved fleet management policies, procedures and operations across the enterprise and UW System that lead to reducing state government fleet transportation costs while maintaining efficiency.

A2. Provide management and the DOA Secretary with accurate analysis and reports regarding the state's vehicles including utilization, costs and life-span.

A3. Make recommendations for improved policies and procedures based on data and industry best practices, identifying lowest cost travel options including private sector options.

A4. Use analytics to reduce travel costs through telematics like GPS tacking to implement idling and stopping strategies, and other approaches to reduce maintenance costs.

A5. Serve as the business lead and administer the statewide fleet management asset tool to consistently and effectively track all state vehicles'' mileage, drivers, maintenance and other factors about state vehicles, from bid to auction, to produce data-driven policies and procedures aimed at efficiency and reduced costs.

A6. Develop and administer budgets to support the continued efficacy of the enterprise fleet asset management system and assist in establishing rates.

20% B. Oversee the state agency vehicle lease program to provide state agencies with cost-effective and efficient transportation.

B1. Develop, implement, and oversee uniform policies and procedures related to the assignment, operation, fueling and maintenance of the DOA statewide lease fleet.

B2. Collaborate with agencies to ensure compliance with statewide initiatives and best practices.

B3. Continually analyze and review data to determine efficient utilization of leased vehicles at the lowest possible cost.

B4. Ensure that DOA staff provides prompt and quality customer service to leasing agencies.

B5. Regularly meet with agencies and assist them in the procurement process, assessing their transportation needs, maintaining their leased vehicles, using the Fleet Portal and other services.

B6. Provide a system for regular feedback from state agency customers to assist in improving services and cost savings.

B7. Prepare and administer budgets and establish rates to support the lease program.

15% C. Oversee Central Fleet Operations to provide state agencies with cost-effective and efficient transportation services.

C1. Oversee the implementation of uniform policies and procedures for the efficient and cost-effective daily operations of Central Fleet.

C2. Direct the implementation of best practices in managing, maintaining and renting the vehicles at Central Fleet.

C3. Develop benchmarks to measure performance of fleet services at Central Fleet to produce greater efficiencies, drive lower costs, promote good communication and provide excellent customer service.

C4. Prepare and administer budgets and establish rates to support Central Fleet operations.

10% D. Oversee the state Vanpool Program to provide effective commuting options for state employees and area residents.

D1. Develop and implement uniform policies and procedures for the efficient and cost-effective daily operations of the Vanpool Program.

D2. Direct and implement best practices in managing and maintaining Vanpool vehicles.

D3. Establish best practices for Vanpool operations, including good communication and excellent customer service.

D4. Continually analyze and review data to determine efficient utilization of the Vanpool vehicles, reduce costs and provide quality service to Vanpool customers.

D5. Prepare and administer budgets and establish rates to support Vanpool operations.

10% E. Establish strong business relationships with state fleet managers and vendors.

E1. Collaborate with other state fleet managers on best fleet management practices, improvements to the Enterprise Fleet Management System and in developing fleet policies and procedures to reduce costs and improve efficiency.

E2. Work closely with other state partners including the Bureau of Risk Management and the Bureau of State Procurement regarding state vehicles, drivers and transportation issues to improve efficiency and reduce costs.

E3. Develop effective lines of communication with fleet vendors, including those providing services for maintenance and fuel.

10% F. Provide supervision, leadership and direction in the management of Central Fleet staff, promoting efficiency and providing high quality customer service.

F1. Recruit staff by developing recruitment materials and conducting interviews in compliance with state hiring laws to promote a balanced workforce and to select the best possible candidate.

F2. Train all employees in all policies, procedures, regulations, and techniques relevant to operations. Develop a backup plan to cover workload in the event of an employee absence.

F3. Establish and maintain up-to-date position descriptions and performance standards for all staffing positions ensuring they correspond with the section goals and objectives.

F4. Monitor employee performance, provide feedback and identify any necessary improvements as they occur throughout the year. Administer a written performance evaluation for each employee at least once each year.

F5. Provide leadership, counsel and coaching to employees throughout the year, recognizing employee work quality, initiatives and special efforts.

5% **G. Perform other duties as needed by the Division Management.**

G1. Participate in projects as assigned by the Division Administrator, Deputy Administrator or Enterprise Fleet Director.

G2. Participate in opportunities for continual skill and management improvement.

Knowledge, Skills, and Abilities

1. Proven supervisory skills and the ability to engage employees in their duties and enhance their skill sets.
2. Ability to interpret statutory requirements and policies and implement those directives.
3. Ability to analyze policies and procedures for more effective and efficient outcomes.
4. Knowledge of fleet management and best practices for fleet operations.
5. Excellent problem-solving and customer service skills.
6. Current management theories and the principles and practices of management and supervisory techniques.
7. Knowledge of policy development and evaluation.
8. Skill in and ability to prioritize tasks and respond to issues determined to be critical and/ or urgent.
9. Knowledge of effective practice of team building concepts.
10. Ability to establish and maintain effective working relationships with associates, subordinates, management, and business partner.