



191 High St. • Waltham, MA 02453 • 800.558.5466 • +1.617.787.5575 • NYC TLC #02095

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**POSITION:** Associate - Fleet Services

**DEPARTMENT:** Fleet Services

**POSITION REPORTS TO:** Director of Fleet Services & Fleet Manager

**LOCATION:** Waltham, MA

**Responsibilities:**

Be reliable. Understand that your colleagues rely upon you to:

- Be at work when you are scheduled to be at work
- Be at work on Time
- Be productive and accountable when you are at work
- Treat others the way you would like to be treated
- Perform duties as directed by the Fleet Manager and Dispatch
- Upon arrival to the office each day, review Specialty List and review and understand your individual role with respect to the priorities of the day.
- Execute against priorities within Specialty List. Specialty List responsibilities may include, yet are not limited to, the following:
  - Vehicle preparation
  - Selection of vehicles to be prepared and set up—this includes van seating
  - Park vehicles in designated spaces as they return from Chauffeur shifts
  - Wash outside of vehicle
  - Vacuum inside of vehicle being sure to remove floor mats
  - Vacuum trunk/ashtrays—clean further as required
  - Dry vehicle
  - Remove debris from prior trips
  - Check tire pressure and vehicle fluids
  - Check all light/replace as required
  - Change tires is requested by Manager of Fleet Services (MFS) or Team Lead (TL)
  - Complete visual vehicle inspection (prior to release and upon vehicle return)
  - Drive/re-configure parking of vehicle(s) on CWW office property and/or transport to vendor or location as-directed by MFS—function as CWW fleet valet
  - Roadside assistance including vehicle swaps when a car is in the field
  - Download video from vehicle Drivecam
  - Modify vehicle seat configurations based on job order (e.g. add or remove seats per paperwork)

**On an ongoing basis:**

Report any observations requiring attention to MFS and/or TL

- Walk the CWW vehicle lot and check vehicle security throughout your shift (night and/or day); specifically, check to:
- Ensure vehicles are locked
- Windows and sunroofs are closed
- Stock water, newspapers, magazines as necessary
- Receive shipments of aforementioned
- Clean whitewall tires as appropriate
- Conduct supply inventories and re-order items as required
- Keep work areas (garage, parking areas) neat and tidy at all times
- Refuel cars as directed by MFS or Team Lead
- Provide tour of Fleet to Managers, other staff, clients and others as directed by MFS or Team Lead
- Attend staff meetings
- Attend CWW Quarterly meetings as time allows

**MISC. PROJECTS**

- Clean glasses for vehicles
- Sweep garage floor
- Shovel out cars
- Wax cars
- Clean car windows
- Empty trash

**COMMUNICATION**

- Partner with departments/colleagues, specifically:
- **Dispatch:**
- collaborate on vehicle availability, vehicle location, prep status
- remove vehicles from service and communicate to Fleet Manager of Team Leader when necessary
- **Chauffeur Services:**
- Collaborate/provide information on vehicle status
- **Management** (all Department Directors and Supervisors):
- Collaborate with Sales, Call Center/Road show Operations, Chauffeur Services as required
- **Colleagues/fellow employees:**
- Your fellow employees are your internal customers—treat everyone with the same level of respect and professionalism you expect them to treat you.
- **QUALIFICATIONS**
- Be in very good physical health
- Ability to perform work under extreme weather (hot, cold, snow, rain etc.) as the majority of this job function is performed outdoors 365 days/year.
- Ability to stoop, bend and lift up to 50 lbs.
- Drivers License required for certain functions
- Even if not performing functions requiring a license, a valid license is preferred for back-up function purposes
- You are an individual who has high cleanliness standards and who understands the difference between:

*"Limousine" clean and "Cab" clean.*

- Outstanding organizational skills
- Natural ability to prioritize/multi-task
- Familiarity with and capacity to quickly learn all facets of CWW transportation-related tech equipment
- Proficiency in English (verbal/written) preferred and may be required depending on staff needs
- Ability to function at high performance level under pressure
- Strong customer service/support and problem resolution skills required
- Strong attention to detail and process required
- Solid judgment skills and sense of urgency required
- Understands preparations associated to ensure safety (onsite, vehicle etc.), is able to operate/maneuver all vehicles safely and possesses judgment to report any incidents/accidents promptly to FM or TL.
- Experience in a fast-paced, mission-critical environment a plus