



Job title: Preventive Maintenance Program (PMP) Coordinator
Department: Position specific to heavy trucks
Reporting to:
Date written:
Approved by:
Approval date:
Date reviewed:
Employment status:
Written by:

SUMMARY JOB DESCRIPTION

Administers the Preventive Maintenance Program, in keeping with the Act respecting Owners and Operators of Heavy Vehicles (Bill 430) and ensures that customers using this service are satisfied. Verifies the quality of the preventive maintenance inspections and work performed by the certified technicians.

The MAJOR TASKS are listed below, but the incumbent may be assigned to other duties.

- Opens customer files, after a maintenance contract has been obtained for a fleet of trucks and keeps them up-to-date.
- Makes preventive maintenance program appointments for the clientele.
- Keeps the follow-up files for periodic preventive maintenance of the trucks up-to-date.
- Issues and updates the preventive maintenance program follow-up reports.
- Gathers all the vehicle information at the first appointment, so that preventive maintenance can be periodically followed up, depending on the components.
- Accurately completes the work orders to determine the required maintenance/inspection work properly.
- Forwards the duly completed work orders to the technical advisor.
- Ensures that the estimated cost of the repairs falls within the customer's authorized credit, before repairs are started.
- Follows up on parts ordered.
- Checks how maintenance work on the trucks is progressing and follows up.
- Contacts the customers about any change in the estimates or delays in performing the work.
- Ensures that the work order is correct before billing the customer.
- Issues the invoice and attaches the check-up report, approved by the technical advisor.

- Explains the work done on the vehicle to the customer, gives him/her the key and indicates where the vehicle is parked in the lot.
- Maintains high customer satisfaction standards.
- Maintains a professional appearance.
- Performs other tasks, based on management requirements and instructions.

SECONDARY TASKS

- *Description of one or more secondary tasks to be added, according to your needs.*

JOB REQUIREMENTS

Language skills
Knowledge and skills
Responsibilities

Effort
Work conditions
Other requirements

Uses his/her software efficiently to obtain more details about the requirements of the job. This software has the advantage that it incorporates the sixteen job evaluation factors developed by the CCAQ to facilitate the achievement of pay equity within the business. With this software, each job evaluation criterion for the jobs related to a job can be indicated below each job description.

<p><i>N.B.: In this publication, the use of the masculine to refer to people does not imply any discrimination.</i></p>

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