



Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Fleet Officer
Directorate / Service / Program	Finance and Infrastructure / Facilities, Fleet and Reception
Reports to	Manager Infrastructure and Support Services
Location	Geelong with travel to other Meli locations
Classification	Social, Community, Home Care and Disability Services Industry Award Level 4
Date Revised	February 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Fleet Officer is responsible for coordinating the management and maintenance of the Meli fleet of motor vehicles, including servicing and repairs of all fleet vehicles. Prompt customer service to all fleet requirements is required together with the ability to liaise with multiple internal and external stakeholders.

Under the direction and advice of the Manager Infrastructure & Support Services, this role oversees the management of the fleet booking system and vehicle maintenance schedule, whilst exercising judgement regarding fleet related matters, informing the development of processes and procedures that are compliant with relevant regulations and requirements.

The Fleet Officer will work under limited direction in the application of Meli procedures, methods and guidelines, responding to and solving operational problems and challenges using knowledge and judgement. The position will support Meli employees and work as part of a team to maintain Meli fleet vehicles to the highest standard.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Maintain, train and provide staff support for fleet booking system.
- Coordinate the repair, maintenance and cleaning of all Meli vehicles, including scheduled servicing, tyre replacement, ad hoc repairs and maintenance.
- Coordinate fleet vehicles to obtain optimum use in line with lease agreements.
- Ensure vehicles are suitably equipped for staff to carry out their role on a day-to-day basis.
- Assist with administering and updating fleet policy, procedures and related documentation as required.
- Consult with the Manager Infrastructure & Support Services, regarding the disposal and/or handback of motor vehicles as required.
- Provide new staff induction into Pool Car System
- Maintain vehicle records.
- Assist with ensuring Meli meets all safety, audit, regulation, and compliance requirements.
- Support interactions and negotiations with service providers, regulatory authorities, government bodies and internal clients.
- Ensure Meli's motor vehicle fleet and associated processes comply with all occupational health and safety requirements and legislation.
- Assist with the competitive tendering and procurement of goods and services that enable Meli fleet to operate efficiently.
- Work in partnership with the agency's Fleet Management Organisation to ensure all new vehicle acquisitions are consistent with the agency's current operational, work health & safety, environmental, and financial considerations.
- Conduct vehicle inspections and follow up on items resulting to ensure vehicles are fully operational
- Assist with the management of motor vehicle management systems which optimise fleet efficiency and enhance the safety of Meli's drivers, passengers, and other road users.
- Provide advice on the suitability, and work with Meli Health, Safety & Wellbeing team on training Meli staff infitting of Child Car Seat Restraints to motor vehicles within Meli fleet.
- Monitor and replace child restraints in Meli fleet to meet Australian Standards
- Arrange vehicle insurance claims, as required
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Meli values, standards, practices, policies, procedures, regulation, industrial instruments, or legislation.
- Support the Manager Infrastructure & Support Services, as directed

Organisational Accountabilities:

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Custodian: Manager Infrastructure & Support Services
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- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks and Fleet Response Matrix
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Demonstrated experience in, fleet operations
- Knowledge of relevant legislation to ensure compliance in fleet and road safety.
- Evidence of the ability to work to deadlines and achieve priorities.
- Demonstrated experience of dealing with external stakeholders and complex organisations to ensure priorities and deadlines are achieved.
- Provide a high standard of service to internal and external customers.
- Excellent interpersonal skills including written and oral communication capabilities.
- Competent in self-management and solution focused.
- A demonstrated knowledge in a range of software packages including MS Office, databases, online fleet management systems, online contractor, and asset management systems.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia
- Australian Drivers Licence

Key Stakeholders

- Meli employees
- Suppliers and Contractors
- External Stakeholders

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Sometimes
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Often
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often
Bending, lifting, pushing, pulling	Often
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	Rarely
Working outside in differing weather conditions	Sometimes
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Often

INCLUSION STATEMENT

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.