

BestDrive Operations Support - Fleet & Vehicle Management

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HOW YOU WILL MAKE AN IMPACT -

The Operations Support – Fleet & Vehicle Management role is responsible for overseeing the full lifecycle management of company vehicles and fleet assets. This includes fleet compliance, vehicle registration and titling, maintenance coordination, vehicle damage resolution, incident and accident management, telematics oversight, fuel and rental programs, asset disposition, and regulatory reporting.

This position serves as the single point of accountability for fleet administration and operational vehicle impacts, including vehicle compliance (registration, insurance, inspections), vehicle damage and repair management, vehicle accidents and incidents (SafeTrack), Samsara telematics deployment and monitoring, fuel card programs, rentals, and end-of-life vehicle disposition through scrap or auction.

The role partners closely with Operations, Safety/DOT, HR, Finance, Insurance, IT, and external vendors to ensure fleet operations are compliant, visible, controlled, and audit-ready. In addition, this role is responsible for developing long-term fleet management solutions, establishing standardized fleet policies, and creating KPIs and metrics to ensure fleet data integrity, operational efficiency, and risk mitigation across the organization.

Key Responsibilities

Fleet & Vehicle Administration

- Maintain accurate and complete records for all company vehicles, including registration, titling, insurance documentation, inspections, compliance records, lease or ownership status, and asset details.
- Manage vehicle registrations across multiple states, including state-specific requirements such as emissions testing, safety inspections, VIN inspections, and renewal timelines.
- Administer trailer registrations, including permanent South Carolina plates and associated compliance documentation.
- Coordinate vehicle transfers between states and locations, ensuring timely updates to registration, insurance, telematics, and internal fleet tracking systems.
- Resolve vehicle title issues, including owned vehicles, lost or missing titles, lien releases, and title remediation.
- Track vehicle assignments, transfers, additions, removals, and reassignment to ensure accurate fleet visibility.
- Maintain centralized fleet databases, regional vehicle lists, and tracking tools to ensure data accuracy and audit readiness.

Fleet Compliance Monitoring & Regulatory Oversight

- Ensure all company vehicles remain fully compliant with registration,



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titling, insurance, inspection, and licensing requirements.

- Monitor renewal and expiration dates to prevent lapses in compliance.
- Prepare and maintain fleet compliance reports for audits, insurance reviews, and regulatory inquiries.
- Coordinate with insurance providers, state agencies, and internal stakeholders to resolve compliance gaps.
- Proactively identify non-compliant or at-risk vehicles and ensure corrective action is taken.
- Coordinate annual EPD decal compliance across all applicable states.
- Support regulatory programs such as IFTA registration and IRP compliance in partnership with leadership.

Fuel Cards, Rentals & Vendor Programs

- Administer fuel card programs for company vehicles, rentals, and Wheels programs, including card issuance, replacements, PIN resets, fuel limit changes, and exception management.
- Monitor fuel card usage for anomalies or misuse and escalate concerns as appropriate.
- Supports the Purchasing Manager with coordinating large truck rentals through Idealease, including onboarding, usage tracking, billing coordination, and offboarding.
- Maintain and distribute vehicle insurance cards annually and as needed, coordinating with Continental and internal stakeholders.
- Serve as the primary liaison with external vendors, including fleet management providers, rental and leasing companies, repair facilities, towing providers, and insurance partners.

Vehicle Tracking, Telematics & Mileage Management

- Oversee vehicle tracking systems, including Wheels, Samsara telematics, and centralized vehicle tracking tools.
- Manage Samsara telematics administration and coordinate with Operations Managers to ensure equipment is installed. including device installation, activation, configuration, replacement, and removal. Oversight of activation, replacement, removal, and tracking.
- Configure camera settings (front-facing and rear-facing) in alignment with policy and operational requirements.
- Enforce telematics compliance standards, including non-removal penalties for improper device removal.
- Monitor vehicle mileage accuracy and resolve discrepancies between systems to ensure data integrity.

Vehicle Incident, Accident, Damage & SafeTrack Management

- Serve as the single point of accountability for all vehicle-related incidents, accidents, and damage events.
- Assume ownership of all vehicle and property damage components once an incident is entered into SafeTrack by Store Management.
- Collect, review, and maintain complete documentation, including accident reports, driver statements, photos, police reports, damage assessments, repair estimates, invoices, and insurance records.
- Coordinate vehicle inspections, damage evaluations, repair estimates, approvals, and repair execution with vendors, fleet partners, and internal stakeholders.
- Manage vehicle downtime, towing, rental or replacement vehicles,

and logistics to minimize operational disruption.

- Ensure all vehicle incidents, accidents, citations, thefts, property damage, and DOT inspections are accurately entered and maintained in SafeTrack.
- Upload and track all repair documentation, approvals, and status updates through SafeTrack to final resolution and closure.
- Coordinate reporting with Sedgwick and Wheels, including required phone notifications.
- Escalate significant DOT violations to Safety for FMCSA scoring review and corrective action.
- Maintain historical incident, damage, and repair records for audits, trend analysis, and insurance review.

Ownership & Handoffs

- Store Managers initiate incident entry in SafeTrack.
- Operations Support owns all vehicle damage, repair coordination, and fleet-related resolution activities.
- Safety/DOT owns safety investigations and corrective actions.
- HR owns employee injury, medical, and employment-related matters.

After-Hours & Emergency Support (TruckFix)

- Coordinate with Operations Managers - after-hours and emergency fleet support through TruckFix.
- Review and manage incident submissions, approval ratings, and documentation.
- Document refusal reasons and escalate critical issues or trends.
- Escalate refusals and urgent fleet issues to the Direct Manager and Operations leadership as appropriate.

Vehicle Disposition & Asset Lifecycle Management

- Manage end-of-life vehicle processes, including auction, sale, and scrap placement.
- Evaluate vehicle disposition based on condition, safety risk, repair cost, utilization, and operational need.
- Coordinate replacement vehicles, rentals, and transportation logistics.
- Ensure vehicles are properly decommissioned across all systems, including fleet tracking, insurance, registration, and accounting.
- Maintain accurate records of disposition decisions, proceeds, write-offs, and asset retirements.
- Support scrap and waste tire reporting requirements for Georgia and Alabama.

Maintenance & Repair Coordination

- Coordinate routine and preventative maintenance tracking.
- Monitor vehicle condition and escalate safety, compliance, or operational concerns.
- Manage and track all damage-related repairs resulting from incidents or accidents.
- Facilitate major repair approvals exceeding \$5,000, coordinating with leadership.
- Ensure all repair documentation, approvals, and compliance requirements are properly maintained.

Fleet Strategy, Systems & Long-Term Optimization

- Lead development and implementation of long-term fleet management solutions to centralize and standardize fleet data.
- Evaluate fleet systems, tools, and workflows to identify inefficiencies and data integrity risks.
- Partner with Operations, IT, Finance, Safety, and vendors to improve system integration and reduce manual processes.
- Establish fleet data governance standards to ensure accuracy, consistency, and audit readiness.

Fleet Policies, Standards & Governance

- Develop, implement, and maintain standardized fleet policies covering vehicle assignment, usage, fuel card controls, telematics standards, and acceptable use.
- Ensure policies are documented, communicated, and consistently applied across regions.
- Partner with HR, Safety/DOT, and Operations to align fleet policies with compliance and risk mitigation requirements.
- Monitor adherence to fleet policies and escalate trends of non-compliance.

KPIs, Metrics & Performance Reporting

- Establish and maintain KPIs to monitor fleet compliance, cost, utilization, incidents, and risk.
- Develop dashboards and reports covering compliance status, incident trends, maintenance performance, fuel usage, and telematics adherence.
- Analyze data to identify trends, risks, cost drivers, and improvement opportunities.
- Provide data-driven insights and recommendations to leadership.

Reporting & Cross-Functional Support

- Prepare and distribute fleet reports to Operations, Safety, HR, Finance, and Insurance.
- Support field leadership with fleet-related requests and issue resolution.
- Coordinate vehicle onboarding and offboarding for new hires and departing employees.
- Assist with insurance claims coordination.
- Respond to audit, data, and leadership requests.

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WHAT YOU BRING TO THE ROLE -

- High School Diploma or equivalent
- 3+ years of experience in fleet administration, operations support, logistics, or asset management
- Experience managing vehicle incidents, damage documentation, or insurance coordination
- Strong documentation, organizational, and reporting skills
- Proficiency in Microsoft Excel and Office Suite
- Ability to handle sensitive and confidential information with discretion

ADDITIONAL WAYS TO STAND OUT -

- Associate's or Bachelor's degree in Business, Operations, or related field
- Experience supporting fleet, DOT, or safety-related operations
- Familiarity with SafeTrack or similar incident management systems
- Experience in multi-location or field-based environments

Key Competencies

- Fleet & Vehicle Lifecycle Management
- Fleet Compliance & Regulatory Oversight
- Vehicle Incident, Accident & Damage Management (SafeTrack)
- Telematics & Vehicle Tracking (Samsara / Wheels)
- Asset Disposition & Risk Management
- Vendor & Insurance Coordination
- Data Governance, KPIs & Reporting
- Process Discipline & Continuous Improvement
- Cross-Functional Collaboration
- Accountability & Ownership

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Work Environment & Physical Requirements

- Professional office or hybrid environment
- Regular interaction with field operations, safety teams, and external vendors
- Time-sensitive response expectations for vehicle incidents and emergencies
- High standards for accuracy, responsiveness, and compliance
- Occasional travel to operational locations as required

THE PERKS -

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401k Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered,

you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire solutions including award winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country.