



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Fleet Service Writer

Department: Fleet
Date Established: 9/2017

Reports to: Fleet Manager
Date Revised: 8/2019

Pay Grade: H11
FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Fleet Service Writer, under general supervision of the Fleet Manager, is responsible for day-to-day planning, prioritizing, direction, and supervision of maintenance, repair, body repair and new vehicle up fitting activities. The Fleet Service Writer ascertains automotive problems and services by listening to driver/department description of symptoms; clarifying description of problems; conducting inspections; taking test drives; checking/maintaining vehicle maintenance records; and examining service schedules. Inspects work in progress and upon completion to ensure that quality maintenance standards are met. This position may be required to perform repair, up fitting and bodywork on an as needed basis. This position supervises the Shift Foreman.

The Fleet Service Writer requires general knowledge of mechanical tasks involving general repair, maintenance and servicing of automotive and related equipment and should be capable of exercising good judgment and individual initiative in handling routine work and special assignments. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes an office and field environment. The field environment may include exposure to adverse weather conditions and working in construction and high traffic areas. The noise level is generally moderate.

The job is an on-call position, requiring response to emergency situations as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Determines the scope of the repair or maintenance work to be done. Prioritizes repair orders and communicates information to department heads and managers. Completes repair of vehicles and equipment as needed.

Processes daily mechanic repair time logs and generate Fleet Information System reports as needed. Assures that all departments are correctly billed and work orders are posted properly.

Generates and completes work orders, purchase orders and preventive maintenance service schedules. Coordinates scheduling of vehicles and equipment for preventive maintenance.

Dispatches mechanics for field repairs and service calls as needed. Maintains records and reports, and work request orders as required for the efficient performance of assigned repair work.

Communicates work orders and observes workflow progress to ensure work is completed to specified requirements in a timely manner. Assigns work to mechanics, welders, and technician as instructed by Fleet Manager. Inspects the quality of work completed by fleet maintenance staff.

Coordinates all aspects of the Fleet Management vehicle accident program (vehicle accident reports, Fleet logs, damage appraisals, and coordinating with Risk Management and vehicle repair facilities).

Assists Fleet Manager in the planning and coordination of programs including but not limited to annual mower refurbishment program.

Assists Fleet Manager with enforcing City safety practices and procedures and ensuring employees receive appropriate safety training.

Supervises fleet employees, including mechanics and technicians. Oversees the scheduling of Mechanics to ensure adequate coverage for all shifts.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty and be successful in the position.

Knowledge of:

- Knowledge of general mechanical skills including but not limited to; maintenance, repair, body work, and up fitting of vehicles and equipment
- Structure, principles, and operating characteristics of a wide variety of fleet equipment;
- Customer service methods and techniques;
- Ability to maintain accurate and complete vehicle maintenance records and to concisely record time, parts and other pertinent information;
- Personnel management techniques and methods;
- Knowledge of procurement and purchasing procedures;
- Federal regulations and City policies regarding safe work practices;
- Operation of standard office equipment;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Analyze and solve problems;
- Provide guidance and direction to staff;
- Operate a motor vehicle;
- Operate a personal computer and job-related software applications and standard office equipment;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED; and
- Minimum of five (5) years of mechanical repair work experience as a mechanic and/or service writer/consultant/advisor or supervisor in a dealership or other automotive or truck and equipment facility or fleet operation; and/or
- Must possess or obtain within 180 days, the Automotive Service Excellence (ASE) Automobile Service Consultant (C1) Certification;

- Idaho driver's license with Class A endorsement is required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office and field environment, which may include construction sites. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50-100 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Hiring Note**

The Fleet Service Writer position requires a Class A CDL with endorsements within six (6) months of hire. Failure to acquire this certification by the established date will violate the terms of the position and will result in layoff from the position.