

VEHICLE MAINTENANCE SERVICEWRITER

DEFINITION

To plan and coordinate preventive maintenance schedules and unscheduled/emergency work for the full range of City automotive and other light and heavy power-driven equipment; to perform preliminary diagnosis of maintenance/repair to vehicles/equipment and schedule required work.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Fleet Manager.

Exercise direct supervision over administrative and/or support staff, as assigned.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Perform the most difficult and complex work in preparing initial work orders; coordinating and scheduling maintenance and repairs; and regulatory reporting and compliance.

Research information and prepare special reports, surveys and equipment cost studies; confer with management regarding fleet problems.

Oversee the City-wide vehicle pool dispatch system and monitor pool vehicle utilization.

Prepare standard equipment specifications; inspect new equipment for compliance with specifications; test drive new vehicles; and follow-up with vendors as required.

Plan and schedule required California State emission testing; prepare, maintain and submit annual reports.

Track work order progress and coordinate with Senior Mechanics regarding repair/maintenance issues; maintain contact with user City departments about progress of work and to resolve scheduling and/or delay problems, including arranging for substitute vehicles/equipment.

Receive requests for service and calls to the fleet maintenance shop and dispatch appropriate personnel or contract vendors according to level of need and/or priority.

Oversee, review, and participate in the preparation of a variety of periodic reports and in-house billing statements related to management of the City fleet, billings to other jurisdictions, fuel downloads, vehicle rental and/or replacement costs, required regulatory reports, including vehicle emission reports.

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Monitor and review work performed by contractors/vendors; make recommendations about such services to the Equipment Maintenance Supervisor.

Make recommendations regarding equipment, materials, and staffing needs for fleet maintenance operations; coordinate with a variety of fleet staff regarding parts/supplies purchasing and inventory management.

Assist in the training of City crews in safe and productive maintenance and operations of City owned automotive and related equipment.

Coordinate with various vehicle dealerships regarding warranties, recall notices, pick up and delivery dates/times; arrange for cost estimates and repairs for City vehicles involved in accidents.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Materials, methods, equipment and tools used in automotive maintenance/repair.

Techniques of work flow control and analysis as related to automotive and mechanical maintenance/repair in a full service municipal fleet environment.

Computer based fleet management systems and related automated data collection applications.

Record keeping and report writing.

Methods and techniques of customer service and related communications.

Ability to:

Perform initial diagnosis of maintenance/repairs to all City vehicles/equipment; schedule and monitor preventive maintenance and unscheduled/emergency work.

On a continuous basis, know and understand all aspects of the job and observe safety rules. Intermittently analyze problem equipment and work papers, reports and special projects; prepare work orders; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently bend, squat, climb, kneel or twist to inspect work in progress; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Utilize computer programs and systems for data analysis and quality control purposes related to fleet maintenance operations.

Prepare a variety of reports related to fleet maintenance operations, including internal reports and mandated filings.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in fleet maintenance administrative operations, including a working knowledge of materials, methods, equipment and tools used in automotive maintenance/repair.

Training:

Equivalent to completion of the twelfth grade; additional training or course work in automotive technology, administrative management, or a related field is highly desirable.

License or Certificate

Possession of a valid California driver's license with the ability to obtain a California Class B driver's license within first six months of appointment.

Automotive Service Technician certificates as issued by the National Institute for Automotive Service Excellence (ASE) are highly desirable.

08-25-12

05-26-09

05-12-07

02-01-04 Vehicle Maintenance Servicewriter