ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Fleet Shop
Job Code: 4200
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to supervise the day-to-day operations and staff involved in maintaining and repairing City vehicles and heavy equipment.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains

department standard operating procedure manuals.

Schedules and assigns preventive maintenance work and on-demand repairs: identifies units with preventive maintenance work or inspections due; contacts the department to have the vehicles made available; handles on-demand requests for maintenance or repair; ensures field repair vehicles are dispatched as needed; creates work orders; assigns work orders to technicians; coordinates with Stockroom to ensures availability of required parts and supplies; and contacts departments regarding past-due maintenance.

Determines whether repairs should be done in-house, by outside vendors, or if they are covered by warranty; analyzes workforce and skills available; researches recall and warranty information; contacts vendors and reviews cost estimates; and coordinates repairs with vendors, as appropriate.

Monitors work and performance of assigned staff: ensures work is completed in a timely manner; provides advice, technical expertise, and training as needed; inspects vehicles after maintenance or repair; reviews completed work orders; and ensures services have been performed, records updated, and parts have been charged.

Performs complex repairs on vehicles: gathers information from vehicle operator reports, fault codes and other diagnostic data; troubleshoots and diagnoses problems; identifies items needing repair; completes required repairs; and ensures vehicle operation and performance is within specified limits.

Ensures compliance with established safety policies, rules, and regulations; inspects for and enforces City policies, rules, and regulations; guides assigned staff in safety practices and proper use of personal protective equipment; and inspects shop areas for safety and cleanliness.

Performs customer service duties: provides information and answers questions regarding status of maintenance and/or repairs, cost, repair methods, and other Division functions; responds to questions, complaints, and concerns; researches problems; and initiates problem resolution.

Assists in developing and implementing fleet shop budget: assists with projecting expenditures for labor, materials, and equipment needs; purchases tools and equipment for the shop; monitors expenditures to ensure compliance with approved budget; and prepares and submits budget documentation and reports.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to vehicle, truck, and heavy equipment repair; reads professional literature; and attends meetings, workshops, conferences, and training sessions as required.

Operates or uses various machinery, equipment, power tools, hand tools, and supplies to complete work assignments, such as scanning and diagnostic tools, hand and power tools, basic mechanics tool kit and/or vehicle-specific maintenance tool sets.

Communicates with supervisor, subordinates, other City employees, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, vehicle maintenance due report, productivity report, timesheets, billing statements, cost estimates, work orders, maintenance cost reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Automotive Services or a related field required; supplemented by five years of experience in vehicle and heavy equipment maintenance and repair, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina Class A Commercial Driver's License (CDL), including appropriate endorsement(s). Must possess and maintain Automotive Service Excellence Master Technician certification.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, wetness, fumes, smoke, temperature and noise extremes, toxic agents, confined spaces, machinery, vibrations, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.