ASHEVILLE, NORTH CAROLINA

Classification Specification

Fleet Service Writer
Job Code: 4195
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to facilitate service for City vehicles, trucks, and heavy equipment by performing intake of vehicles, scheduling and assigning work to technicians, coordinating vendor repairs, completing proper billing and documentation, and performing routine maintenance activities.

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.

Performs customer service functions: provides information and assistance to City staff regarding fleet services, activities, procedures, forms, or other issues; responds to questions and complaints; provides information regarding service times and progress; researches problems; and initiates problem resolution.

Processes requests for vehicle maintenance and repairs: receives and reviews requests; researches technical services bulletins, warranties, and recalls; determines whether maintenance and repairs are completed in-house or outsourced; generates and assigns work orders; monitors progress of work; charges parts and labor to work orders; and closes out work orders after completion.

Coordinates repair activities with vendors, as needed: schedules appointments; coordinates delivery and/or

delivers vehicles, trucks, or heavy equipment; reviews repair estimates; inspects completed work; receives and processes invoices; and coordinates return of vehicles, trucks, and heavy equipment to City departments.

Maintains vehicle information, maintenance. and repair records in computerized system: logs vehicle make, model and year; assigns department charge code; logs mileage and hours of use; maintains documentation regarding warranties and completed maintenance and repairs; and deletes information from system once vehicles are sold or no longer in use.

Performs routine maintenance activities: checks tires on City-owned vehicles, trucks, and heavy equipment for date, tread depth, and pressure; coordinates tire replacements as needed; completes state inspections and for hire and taxi inspections; reads and interprets diagnostic codes; checks and replaces fluids, wiper blades, headlights, batteries, brakes, etc.; programs key fobs; installs aftermarket equipment, such as radios, computer stands, printers, rifle racks, City decals, etc.; and assists with other maintenance and repair activities as needed.

Operates or uses various machinery, equipment, power tools, hand tools, and supplies to complete work assignments, such as hand and power tools, refrigerant machine, press, drill, welder, sand blaster, vehicle lift, forklift, tire machine and balancer, bandsaw, parts washer, basic mechanics tool kit and/or vehicle-specific maintenance tool sets.

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

Communicates with supervisor, other City employees, vendors, the public, outside agencies and organizations, 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, work orders, vendor invoices, repair estimates, state inspection records and reports, mileage reports maintenance costs, out of service list, tire check records, asset data, 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 word processing, 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 three years of experience in vehicle maintenance and repairs; 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 driver's license. Must possess and maintain Automotive Service Excellence (ASE) or other certifications as required.

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 evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

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 rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, 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, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

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.