

VEHICLE MAINTENANCE SERVICEWRITER

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Fleet Services Supervisor.

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:

Develop, implement, coordinate, and prioritize scheduled preventive maintenance and unscheduled maintenance for the City's fleet.

Perform preliminary inspections in the diagnosis of deficiencies; prepare initial work orders for the scheduling of maintenance and repairs; provide support and workload management based on service level needs.

Research and develop Standard Operating Procedures for the inspection of vehicles and equipment based on manufacturer's recommendations; Provide information regarding vehicle equipment and parts specifications based on maintenance trends.

Identify maintenance trends and recommend improvements and modifications to maintenance activities, procurement, and inventory practices.

Research information, 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; ensure compliance with various state laws and regulations.

Participate in budget preparation and administration as it relates to the repair and maintenance of the City's fleet; prepare cost estimates for budget recommendations; monitor and control expenditures.

Vehicle Maintenance Servicewriter

- 2 -

Participate in annual Citywide equipment replacement meetings and recommend replacements.

Provides functional guidance to Mechanics as it relates to fleet repair priorities.

Track work order progress and coordinate with Senior Mechanics regarding repair/maintenance issues; maintain contact with user City departments about the progress of work and 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.

Schedule, coordinate, monitor and review work performed by contractors/vendors; monitor costs; make recommendations about such services to the Fleet 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 and equipment manufacturers regarding warranty repairs , factory recall notices, pick up and delivery dates/times; prepare or arrange for cost estimates for outside repairs and vehicle/equipment upgrades; coordinate for the repair of City vehicles involved in accidents. Track and submit documentation required for the reimbursement of in-house repair costs associated with parts and labor under factory warranty.

Represent the preventative maintenance function on committees, outside organizations,

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.

Principles and practices of fleet preventive and predictive maintenance methods.

Pertinent local, State and Federal laws, ordinances and rules.

Basic budget principles.

Principles and practices of asset management systems administration, including preventative and predictive maintenance systems.

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.

Organize, implement, coordinate a variety of preventative maintenance management activities and operations in a fleet environment.

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.

Assist in the development and monitoring of an assigned budget.

Develop and recommend procedures related to assigned activities.

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

Vehicle Maintenance Servicewriter

- 4 -

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 six months of date of appointment.

Service Consultant Certificate issued by the National Institute for Automotive Service Excellence (ASE) is required within six months of date of appointment.

09-15-23

08-25-12

05-26-09

05-12-07

02-01-04 Vehicle Maintenance Servicewriter