



## City of Irving Job Description

### Senior Service Writer

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Fleet Division
<b>Job Code:</b>	21072	<b>Reports To (Job Title):</b>	Fleet Business Operations Manager

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#### PURPOSE

Under general supervision, the Senior Service Writer will meet with customers and determine their needs for repair and /or service issues, create work orders, assign jobs to technicians, handle recalls, warranty work, and performs daily and monthly reports of maintenance duties.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Identify vehicle/equipment, maintenance needs, research vehicle maintenance history and prepare work order requests.
- Coordinate outside repair, recall or warranty work for vehicles with various vendors.
- Review Mitchell Software or related industry guidelines to identify job codes and prepare estimates of labor hours required for repairs.
- Enter repair ticket information and notes into computerized fleet maintenance system.
- Handle all the new incoming vehicles that have been purchased.
- Maintain customer rapport by explaining estimates and expected return of the vehicle, obtaining customer's approval of estimates, obtaining and providing contact telephone numbers, answering questions and concerns, and arranging towing and temporary transportation.
- Prioritize, schedule and track repair work; Leading front office staff assistants daily activities.
- Provide additional reports to the Fleet Managers.
- Performs other duties and special projects as assigned.

#### OTHER DUTIES AND RESPONSIBILITIES

- Perform related duties as assigned.

#### SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1 employee.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

None.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to an Associate's degree from an accredited college or university with major coursework in automotive technology or a closely related field.

### **EXPERIENCE**

- At least three (3) years of experience in automotive repair and/or service writing.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- ASE or Manufacturer Certifications is *preferred*.

### **KNOWLEDGE OF**

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- City policies and procedures.
- Maintenance Principles: Processes involved in the upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite and the Internet.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as FASTER Fleet Management software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

### **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work; this includes the repair of vehicles within contractual and budget constraints.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.

- Functional Supervision: Motivating, developing, and directing people as they work. This includes leading administrative staff and/or providing front office oversight.
- Planning: Sensing the environment and setting goals and objectives.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Program Assessment: Evaluating current / potential programs for effectiveness and efficiency.
- Service Orientation: Actively looking for ways to help people.
- Mechanical/Technical: Safely operating diverse equipment, which includes exercising safe practices in a workshop environment
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Self-Management: Working independently and without supervision.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents, and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

This position has various contact with both outside vendors and internal customers.

## **EQUIPMENT AND PROPERTY**

This position utilizes a variety of office equipment, such as a computer and telephone, while exercising safety practices in a workshop environment. Furthermore, it drives a city vehicle on an as-needed basis.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, see, talk, and/or walk. Frequently, s/he is required to drive a vehicle, sit, and/or stand. Occasionally, s/he is required to balance and/or carry. Rarely, is required to climb, crawl, and/or lift more than 100 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee regularly is exposed to a confining workspace, dirty environment, extreme temperatures or weather conditions, air contamination, high and precarious workplaces, moving mechanical parts, noise, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.