

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	E749
FLSA:	N
WC:	9403
PG:	504
EEO:	8

CLASSIFICATION TITLE: FLEET SERVICE WRITER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to initiate automotive services and repairs by ascertaining vehicle performance problems and service requests. Duties include writing repair orders, maintaining records by uploading work orders into maintenance tracking software and producing status reports on unscheduled work orders.

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.

Serves as the communicator and liaison between the customer and technician; ensures the customer's needs are understood by the technician and the needed and recommended service/repairs are understood by the customer.

Verifies warranty and service contract coverage by examining records and papers; explains provisions and exclusions.

Prepares work orders by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtains approval signatures. Enters work orders into service database system.

Orders and issues repair parts to all work orders.

Communicates additional repair and service needs to the customer based on vehicle inspection.

Presents a friendly, professional greeting to customers and helps identify, confirm and offer resolution to customer concerns.

Schedules appointments and consults with customers on completion times and services performed. Follows up with progress calls and/or emails to customers regarding any changes in the pickup time

Updates Fleet Service Supervisor on daily work order status.

Prepares or completes various forms, reports, logs, checklists, work orders, inspection records, maintenance/repair records, or other documents.

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

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High School Diploma or equivalent; service advisor experience preferred along with basic computer skills and customer service experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Basic knowledge of tire, vehicle, and equipment maintenance and repair along with basic computer skills. Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data in detail.

Human Interaction: Requires the ability to exchange information for the purpose of clarifying details within well-established policies, procedures and standards and provide exemplary customer service.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive 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 a variety of generally pre-defined duties which may be characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 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: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electrical currents, or bright/dim lights.

The City of Roswell 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.