Last Revised: July 2012
Replaces: January 2011

Job Title:	**Service Writer**
Job Description Number:	**702**
Department/Division:	**Public Works/Fleet**
Exemption Status:	**Non-Exempt**
Pay Grade:	**204**
Immediate Supervisor:	**Garage Superintendent**
Normal Work Schedule:	**Mon-Fri, 8 hours/day**

Brief Description of the Job:

Provide customer service to all City departments for all their vehicle and equipment needs. Support the Superintendent and technicians on a daily basis to keep units running. Enter and maintain data in Fleet Work Management System. Take all inbound phone calls and direct them to the appropriate person or gather the information and make a repair order. Greet all visitors and assist or direct them to where or whom they need to be. When customer comes in with repair needs, open repair order and if it needs to go to an outside vendor open purchase order and set up vendor. Set up appointment for scheduled PM's and other non-disabling repairs to vehicles. Retrieve parts for technicians from parts room. Close repair orders and add tech labor. Perform special assignments and projects for the division. Pick up parts or vehicles as needed. Maintain vehicle status boards. Correspond with police via email on a daily basis. Call customers or email them when unit is ready to be picked up. In absence of Superintendent, assist Foreman in daily shop duties.

Essential Functions:

Yard check/retrieve parts for Technicians (50%): Retrieve parts from parts room that technicians need. Assist the parts room in getting parts by driving to a parts vendor and securing the part. Assist the Garage Superintendent with delivering and picking up vehicles to repair vendors. Assure that all vehicles' repair requests have been submitted and the Vehicle Repair Status board is updated by walking the repair/in repair and ready lines several times each day. Walk yard to check in all vehicles.

Provide Clerical Support (25%): Receive repair request from vehicle operators and open a job order in the computer for the repair. Periodically analyze the job order log for out-of-date job orders, open job orders that should be closed, and job orders listed to the wrong vehicle. Assure the accuracy of the mileage when opening the job order. Receive the completed job order and enter all labor charges and the date and time the vehicle was returned to services. Record all repair codes and close the job order. Match the repair request to the printed job order and file the document into the individual vehicle file. Periodically remove and store old repair orders. Print work orders for customers to sign. Maintain the Vehicle Repair Status board by recording vehicles on the ready line, out for repair at a vendor, waiting on parts, etc. Act as primary radio operator by monitoring radio traffic, answer calls for Fleet Services, and inform division management of the nature of the call or request. Assist the Garage Superintendent in dispatching mechanics to road calls or answering mechanic road calls. Assist the Garage Superintendent in scheduling repair and PM services. Call the departments to remind them of overdue PMs. Perform special projects for the Fleet and Safety Services Administrator involving the use of spreadsheets and analyzing data.

Communicate with shop personnel (25%): Go to technicians to add or to ask something on a vehicle etc.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

Physical Demands: Continuously requires walking, handling, vision, hearing, twisting, and talking. Frequently requires standing, fine dexterity, lifting, carrying, reaching, kneeling, bending, and crouching. Occasionally requires sitting, pushing/pulling, and balancing. Rarely requires climbing and foot controls.

Machines, Tools, Equipment, and Work Aids: Printer, copier, and fax.

Computer Equipment and Software: Excel and email.

Working Conditions

Overall Working Conditions: Satisfactory: Occasional exposure to unpleasant environmental conditions and/or hazards.

Environmental Factors: Daily exposure to extreme temperature, respiratory hazards, and noise and vibration. Seasonal exposure to physical hazards.

Health and Safety: Rare exposure to chemical hazards and electrical hazards.

Primary Work Location: Warehouse and Shop.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires performing multiple tasks simultaneously, working closely with others as part of a team, and noisy/distracting environment. Occasionally requires time pressures, frequent change of tasks, and tedious or exacting work.

Job Requirements

Formal Education: High school diploma plus six months to one year of advanced study or training in area of computers and automotive training is required.

Experience: Under and including one year of experience in automotive parts, computer, and receiving is required.

Driver's License Required: CDL Class B South Carolina permit is required. Must obtain Class B CDL license within 3 months of hire.

Certifications and Other Requirements: None.

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Work requires regular and routine interaction involving exchange and receipt of information. Work has a high impact on the organization. External contacts include vendors. Internal contacts include all City departments.

Management and Supervision: Job has no responsibility for the direction or supervision of others.

Technical Skill: Basic skill: Work requires the use of standard technical skills appropriate to the work environment of the organization. Standard application: Work product primarily affects unit processes.

Freedom to Act and Impact of Action

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion. Moderate impact of action: Moderate benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.