

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To be successful in this position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### SERVICE WRITER

**Department:** Fleet Management  
**Pay Grade:** 107  
**FLSA Status:** Non-Exempt  
**Job Class:** 7048  
**Risk Code:** 8380

#### JOB SUMMARY

Responsible for providing coordination between other County departments and the Fleet Technicians for scheduling vehicles for repairs and service.

#### ESSENTIAL JOB FUNCTIONS

- Coordinates the workload in the fleet maintenance shop and acts on behalf of Operations Manager in his or her absence.
- Provides administrative assistance for the Operations supervisor in a variety of administrative functions, including overseeing operation programs and special project coordination.
- Schedule vehicles for repairs and service. Initiates computer generated work orders for repairs and reviews all work orders for accuracy and completeness.
- Assigns work to individual mechanics and monitors progress of vehicles being repaired.
- Provides management and mechanics with vehicle analysis and vehicle history information.
- Monitors workloads daily and assigns and ensures the completion of tasks. Provides departments with estimated completion times.
- Receives calls on disabled vehicles and dispatches mechanics as needed.
- Coordinates outside repairs with vendors and monitors progress.
- Meets and greets members of the general public and County employees of the unit, employees of other departments in the county, citizens and customers of the department.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

## **SUPERVISION**

This position occasionally functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

## **QUALIFICATIONS**

### **Education and Experience:**

Associate's degree or equivalent; and two (2) years related experience; or an equivalent combination of education and experience.

### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Four (4) ASE certifications from the National Institute for Automotive Service Excellence (NIASE), and a choice of one (1) elective ASE certifications, plus the required following: Brakes (Auto or Heavy Trucks) and Electrical Systems (Auto or Heavy Trucks). Consultant ASE C-1

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers and employees of the organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to others as lead worker.
- Ability to exercise judgment regarding use of equipment, tools, or materials.
- Knowledge of the methods, materials, tools, and standard practices of the automotive and heavy equipment mechanic trade.
- Knowledge of the operating and repair characteristics of a wide variety of vehicles, equipment, and machinery.
- Knowledge of the occupational hazards and safety precautions of the mechanic trade.
- Knowledge of mechanical principles of gasoline and diesel fueled internal combustion engines and automotive electrical systems.
- Ability to work independently with general supervisory approval.

- Ability to comprehend detailed verbal narrative, schematic, and complex diagrammatic instructions and directions.
- Ability to diagnose, troubleshoot, and recommend a repair plan on a variety of equipment.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee will occasionally be required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl; will regularly be required to sit, and use hands to finger, handle, or feel; and will frequently be required to talk or hear, and taste or smell.

**WORK ENVIRONMENT**

Work is performed in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to toxic or caustic chemicals, outdoor weather conditions, and risk of electrical shock; and will regularly be exposed to moving mechanical parts, and fumes or airborne particles.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E.*** Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.