



CLASSIFICATION DESCRIPTION

TITLE: FLEET PARTS AND SERVICE TECHNICIAN JOB CODE: 9 (Non-Exempt)

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the Parts and Service Technician provide support in a variety of different functions associated with the receiving, issuing, stocking, and inventorying of all fleet related parts. Duties also include acting as the resident expert and power user for in-house Fleet tracking program to be able to provide backup for both the parts and service writer in their absence. Technician will support the Fleet Maintenance Shop management processes through timely parts sourcing, stocking, and inventory efforts as well as customer communications, scheduling, repair follow-up, and maintenance file management. Essential functions will include customer service and scheduling, maintenance tracking and coordination, workflow management, and a high level of administrative organization. Answer, screen, and provide information in response to telephone calls, emails, referring to other information sources when needed. Open repair orders and contact outside vendors, open purchase orders, and set up vendors as needed. Schedule preventive maintenance service and other non-disabling repairs to vehicles. Perform special assignments and projects for the division. Pick up vehicles as needed. Coordinate with Mechanics and Inventory Specialist on ordering and receiving parts. Maintain vehicle status boards. Close repair orders and add tech labor. Ensure quality of repairs made before releasing equipment back to the customer. Call and/or email customer for vehicle pick up upon completion of repair. Assist Shop Lead in daily shop duties as needed. Assist Fleet Supervisor and Fleet Manager with other administrative duties as assigned.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Acts as the main customer service contact between customers and Fleet Division as it pertains to fleet maintenance, repairs, and operations.
- Enhance division's productivity through effective work process flow management. Analyze operations and implement improvements to achieve most effective operations.
- Initiates automotive services and repairs by ascertaining performance problems and services requested.
- Verifies warranty and service contract coverage, developing estimates, writing repair orders, and maintaining customer rapport and records.

- Ascertains automotive problems and services by listening to customer's description of symptoms, clarifying description of problems, conducting inspections, taking test drives, checking vehicle maintenance records, and examining service schedules.
- Prepares Work Orders (WO) by describing symptoms, problems, and causes discovered, as well as repairs and services required.
- Obtains approval signatures and enters WO into service database system.
- Must be able to respond to emergency and after-hour calls on nights, weekends, and holidays.
- In coordination with Inventory Specialist, obtains oral and written quotes in the procurement process of parts, materials, and equipment according to City policies.
- Maintains customer rapport by explaining estimates and expected return of vehicle, obtaining, and providing contact telephone numbers, answering questions and concerns, and arranging towing and temporary transportation.
- Maintains automotive records by recording problems and corrective actions planned.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Responsible for ensuring all work and activities are performed safely and in accordance with City policies.
- Must function in severe weather conditions and have the ability to respond to hazardous/risky situations and perform mitigation efforts in emergencies.
- Trains and instructs other employees on the safety and proper use of various pieces of equipment and proper maintenance procedures.
- May perform as lead worker over a small group while working on, assigning, directing, and monitoring the work of the crews.
- May perform manual labor associated with construction and maintenance.
- May perform duties of a subordinate position.
- Tests the operation of vehicles and light trucks upon completion of repairs to ensure proper functioning, safe operating condition, and quality of repairs.
- Ensures the safe and proper operation of trades tools and power equipment; adheres to prescribed safety standards and regulatory requirements.
- Maintains current knowledge of trends and developments in the field for application to functional areas of responsibility.
- Coordinates, assists, instructs, and reviews the work of entry level mechanic.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; supplemented by at least two years of experience in a service advisor role strongly preferred. Background as automotive/equipment mechanic or strong knowledge of the same. Computer and previous customer service experience preferred. Or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand, follow and direct written and oral instructions.
- Familiarity with automotive/equipment service software platforms and documentation of service and maintenance records of large fleets.
- Considerable knowledge of the assembly, maintenance, and repair of a wide variety of general and special automotive gasoline and diesel driven equipment, e.g., automobiles, light and heavy trucks, mechanical equipment.
- Skill in inspecting, diagnosing, and repairing routine to moderately complex mechanic problems of automotive motors and equipment.
- Skill in operating various automotive repair tools and diagnostic equipment, e.g., welding equipment, wheel balancing equipment, drill press, grinder, hydraulic press, battery charger, pressure cleaner.
- Considerable knowledge of the safe and proper use and care of manual and power hand tools and equipment utilized in the field.
- Considerable knowledge of the methods, materials, tools and standard practices of the automotive and light truck repair and maintenance trade.
- Considerable knowledge of the potential occupational hazards and safety precautions necessary for successful performance in the trade.
- Considerable knowledge of intermediate level mathematical computations, including addition, subtraction, division, multiplication, decimals, ratios, and percentages.
- Ability to read, analyze and interpret technical procedures and safety rules, operating and maintenance instructions, and procedure manual.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, schematic, or schedule form.
- Ability to establish and maintain effective working relationships and communications with co-workers and other City internal customers.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, the incumbent is regularly required to lift, move or carry objects up to 100 pounds; ascend or descend ladders, stairs, scaffolding, ramps, poles; utilize feet and legs or hands and arms; maintain body equilibrium to prevent falling when walking, standing, crouching, or navigating narrow, slippery, or erratically moving surfaces; bend body downward and forward by bending spine and legs; move about on hands and knees or hands and feet; use hands to finger, handle or feel objects; and to reach with hands and arms.
- While performing the essential functions of this position the employee is frequently exposed to fumes or airborne particles, toxic or caustic substances, excessive noise, and dampness/humidity. While performing the essential functions of this job, the incumbent is regularly exposed to possible bodily injury from electrical shock; and moving mechanical parts of equipment, tools, and machinery.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.