

CLASS TITLE: FLEET SERVICE WRITER

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for administrative and technical work involving customer work order openings, vehicle repair and maintenance schedules, and maintenance of the work order information system, and other related assigned duties

ESSENTIAL TASKS:

- Provides initial customer contact between Fleet or Radio Services Division and regional user agencies or departments
- Writes, opens, and closes maintenance and service request orders
- Prepares monthly preventative maintenance vehicle listings and notifies user departments of vehicles due for service
- Coordinates and schedules preventative maintenance, factory mandated repairs, and repair work for all shop locations, including outside vendors
- Monitors and coordinates work order information data system
- Directs and monitors data entry clerks in proper coding of material and labor expenditures for all service request orders
- Identifies vehicle constraints and directs constraint forms to department managers for processing
- Writes reports of vehicle abuse to user's immediate supervisor
- Prioritizes and dispatches field service calls
- Maintains and makes keys for master vehicle key system
- Responds to customer inquiries concerning asset location and configuration
- Determines and coordinates maintenance and resource requirements with supervisors, customers and inventory and/or support coordinator
- Reports to work on a regular and timely basis.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and four (4) years of experience in fleet management, automotive mechanics or electronic servicing; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one step pay increase following completion of all Ford required testing that results in obtaining Ford Master Certification for Service Advisors. Upon completion of all ASE required testing that results in obtaining ASE Automobile Service Consultant Certification, employee will be eligible for one additional pay step. Failure to maintain certifications from which a pay step increase resulted will result in a loss of pay step.

Knowledge, Abilities and Skills: Considerable knowledge of the methods and operations of fleet service repair; considerable knowledge of fleet management systems, codes and organization methods; and good knowledge of vehicle maintenance and electronic repair services. Ability to direct usage and coordinate repairs through the use of a fleet management system; ability to provide fleet management reports both verbally and writing; ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Must be able to successfully demonstrate required level data entry skill.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key, and telephone; walking for extended periods of time; may be subject to lifting and carrying up to 50 pounds, pushing up to ten pounds, sitting, standing, reaching, balancing, bending, kneeling, handling, feeling, climbing, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License or an Oklahoma Class "A" Commercial Driver's License (CDL) as applicable.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors and in inclement weather; and requires use of telephone and other office equipment.

Class Code: 6531

EEO Code: N-03

Pay Code: OT-17

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective Date: February 19, 2018