



The City Beautiful

City of Coral Gables Job Description

Job Title: Service Writer
Department: Automotive
Classification: 4017
Pay grade: 14C
FLSA: Non-Exempt

Prepared Date: 12/07
Approved By:
Approved By:

Summary

Performs technical and clerical work in the Automotive Department maintaining vehicle maintenance records. Functions as a troubleshooter, listens and writes up complaints regarding needed repairs of vehicles. Estimates time for completion of service and follows up to ensure vehicles are operational according to schedule. Exercises initiative, and some independent judgment under the general direction of a supervisor.

Essential Duties and Responsibilities

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.

Receives written and telephone requests for vehicle repairs and service. Obtains complete and accurate information required to assist mechanics. Enters work orders in computer. Notifies supervisors of emergency road calls.

Acts as the department trouble shooter; identifies problem areas.

Conducts research and compiles data. Analyses repeat work and repair time. Assists in preparation of preventative maintenance (PM) schedules and check lists.

Updates records when work orders are completed. Checks accuracy of parts and labor charged to work orders.

Communicates with other departments to schedule service checks, answers questions and notifies of completed work.

Assigns motor pool loaner vehicles to City employees and maintains sign up log. Monitors vehicle down time, repair time and cost overruns.

Processes various department reports to include payroll, accident reports and fuel reports.

Performs clerical support duties. Serves as back up to administrative assistant.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Knowledge of department policies and procedures. Knowledge of basic mechanical terminology used in vehicle repair and service work. Ability to understand and detect errors in work orders and to identify problem areas. Ability to research and compile data, maintain records and complete reports. Ability to type, operate computer and office equipment. Ability to work independently without direct supervision. Ability to communicate effectively with mechanics and other City employees.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copies and fax machines.

Work is predominately indoors within a quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 25 lbs. Must be able to wear hard hat/helmet, safety glasses, safety shoes and gloves when necessary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

High school diploma or equivalent.

Minimum of two (2) years experience working as a Service Writer or performing related automotive work.

A comparable amount of training or experience may be substituted for the minimum education requirement.

Valid Florida driver's license.