

AUTOMOTIVE SERVICE WRITER

CLASS NUMBER: 07250
FLSA CATEGORY: Non-Exempt
EEO CATEGORY: Skilled Craft Worker

JOB OBJECTIVE

Performs the administrative duties involved in the scheduling of maintenance and repair work performed in the automotive shop. Performs related duties as required.

JOB DESCRIPTION

MAJOR JOB RESPONSIBILITIES

Schedules maintenance and repair work on motor vehicles.

- Keeps track of work orders and service calls.

- Schedules repair work for mechanics.

- Monitors work flow.

- Prepares scheduling sheets.

- Assigns work to mechanics.

Performs routine administrative work.

- May compose letters, memorandums, notices, and related documents.

- Files and retrieves information and records as needed.

- Answers questions concerning departmental policies and procedures.

- Receives and records requests for service.

- Researches files and records for needed information.

- Ensures that all policies and procedures are followed.

- Contacts customers to obtain or verify information.

- Maintains records and disseminates information as necessary.

SUPERVISION EXERCISED/SUPERVISION RECEIVED

This position may exercise some supervisory responsibilities over clerical support personnel.

This position receives general supervision and reports to the Automotive Shop Supervisor, who assigns and reviews work and assists with unusual or complex matters.

WORKING ENVIRONMENT/PHYSICAL DEMANDS

The work environment involves moderate risks or discomforts that require special safety precautions, e.g., working around moving parts, machines or equipment; irritant chemicals; noxious odors, and noise.

The work of this classification requires some physical exertion such as walking, climbing, bending, stooping, stretching, and extended periods of standing.

EMPLOYMENT STANDARDS

EDUCATION AND EXPERIENCE

High School Diploma and one (1) year experience in an automotive or equipment repair shop.

More specific degree, certification, and experience requirements will be included on the position announcement as vacancies occur.

PERFORMANCE STANDARDS

Knowledge and understanding of automotive and heavy equipment systems and parts.
Knowledge of safety rules and regulations.
Knowledge of departmental policies and procedures.
Knowledge of proper forms utilization.
Ability to write descriptions for vehicle repairs.
Ability to keep accurate maintenance and repair records.
Ability to research data and provide correct information to appropriate persons.
Ability to use various types of office equipment.
Ability to maintain various records.
Ability to answer inquiries that require knowledge of departmental policies and procedures.
Ability to organize and maintain a file system.
Ability to comply with shop procedures.
Ability to deal courteously with the public.
Ability to follow oral and written instruction.
Ability to establish and maintain effective working relationships.

GRADE LEVEL CRITERIA/ILLUSTRATIONS

The following examples illustrate some of the many combinations of situations, factors, and responsibilities in a SR-7 Automotive Service Writer position:

Performs, under general supervision, difficult and responsible work.
Guidelines for work are numerous and varied, making it difficult for the employee to choose the most appropriate instruction at times.
Incumbents may review the work of others and give advice concerning procedural requirements. The degree to which this is done well affects the reliability and effectiveness of the department as a whole.
Personal contacts are with employees within the department, in other departments, or with management or users or providers of department services. The employee provides information, explains the application of regulations, or resolves problems relating to the assignment, and decides how the various transactions are to be completed.

LICENSE REQUIRED

None

Date Approved: 05/25/93
Date Effective: 07/01/93
Date Revised: 07/01/01