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**SERVICE WRITER**

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**Salary Grade: 007**

**PURPOSE:** This is responsible work performing clerical/administrative work to generate work orders for repair and service of county vehicles and equipment. The incumbent will coordinate scheduling with fleet staff and county departments. Work involves monitoring work order status to provide updated information to departments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Compile accurate information from departments on repairs and maintenance to complete a work order for service.
- Input/update data in computer to generate work order, maintain database.
- Act as a liaison between fleet staff and department staff.
- Assist walk-in customers at the desk
- Maintain vehicle files; generate history reports on equipment

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Basic knowledge of vehicle maintenance for writing work orders
- Ability to schedule and coordinate work orders
- Proficient in computer software, word processing, spreadsheets, etc.
- Ability to establish effective relationships and provide customer service to department staff, vendors, and other departments
- Ability to handle multiple tasks and organize workload
- Ability to lift up to 25 pounds

**EDUCATION, EXPERIENCE, LICENSING:**

This position requires any combination of education and experience equivalent to: completion of the 10<sup>th</sup> grade and one year of experience in service writing, computerized work order system, data entry or related field. This is a safety-sensitive position, which is subject to Drug and Alcohol testing provided in DOT regulation 49CFR-Parts 40 and/or 655.

**The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this classification. All positions are subject to a criminal background check. A conviction in and of itself may not necessarily preclude employment.**