

## COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE: FLEET SERVICES TECHNICIAN**

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage work orders for maintenance and repair of County vehicles and equipment. Manages the County's fuel system. Provides customer service functions for Fleet Management. Manages Fleet Management vehicle rental fleet. Manages the department hazardous materials (HAZMAT) program.

### ESSENTIAL FUNCTIONS

**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. Other duties may be required and assigned.**

Initiates and administers work orders for the maintenance and repair of County vehicles and equipment. Determines priority of work orders, determines making roadside repairs or towing to the shop, determines whether work will be performed in house or outsourced, assigns to mechanics, tracks and monitors work status in the shop and reviews closed work orders for completeness and accuracy. Authorizes outside vendors to make repairs and processes invoices for parts, materials and vendor services.

Prepares and monitors the monthly preventive maintenance schedule for County vehicles and equipment. Tracks vehicles and equipment that have missed preventive maintenance and reschedules.

Administers the County rental vehicle fleet by overseeing the maintenance, preparing and scheduling for assignment and dispatching vehicles. Receives and processes new vehicles including entering information into the system and processing the applications for titles, registrations and tags for vehicles.

Administers the County fuel system by overseeing three bulk fuel, commercial refueling and propane refueling contracts, monitoring fuel quantity and ordering as necessary, monitoring fuel deliveries, logging fuel deliveries into the fleet data automation system and reviewing invoices for accuracy. Troubleshoots fuel pumps and equipment, decides whether repairs will be done in house or outsourced, authorizes vendors to make repairs and ensures an adequate inventory of fuel system repair parts. Issues fuel credit cards for official travel and administers vehicle fuel cards for contractor fuel sites.

Administers the operation of the County's emergency fuel truck. Ensures it is properly maintained, trains drivers, and collaborates with Emergency Management Services to determine emergency fuel requirements and deliveries.

Administers the automated systems by troubleshooting and repairing the fuel data automation system, encoding electronic fuel keys, entering data, monitoring fuel transactions and creating reports, downloading fuel transactions into fleet data automation system and resolving errors in fuel transaction reports

Maintains fuel sites to Department of Environmental Protection (DEP) environmental standards by conducting and documenting monthly fuel site inspections, preparing required fuel reconciliation reports, reporting fuel spills to DEP and arranging for clean up, providing employee training for propane refueling and arranging for fuel deliveries in emergency conditions. Arranges for annual DEP inspection of fuel sites. Prepares monthly report so that the County can receive Florida fuel tax rebates.

Performs duties as the department's hazardous materials (HAZMAT) specialist by maintaining an inventory of HAZMAT spill kits, maintaining currency of Material Safety Data Sheet file, inspecting department shops for HAZMAT compliance and overseeing the clean up of spills.

Performs customer service functions by notifying customers when vehicle and equipment work orders are complete, returning vehicles and equipment to customers, explaining the work performed and by answering inquiries from customers and vendors.

## **ADDITIONAL FUNCTIONS**

Organizes and processes surplus vehicles and equipment for auction.

Organizes and maintains the fleet technical reference library.

Picks up and delivers County vehicles to outside vendors.

Picks up and delivers repair parts and mail.

Performs clerical duties such as sorting, filing, and copying.

Performs computer functions using office automation software such as word processing and spreadsheets.

Researches information using the Internet.

Performs operator maintenance on vehicles.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by two years of automotive maintenance experience including fuel management, service writing, customer service and working with computer systems; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Florida driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide assistance and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; may include the ability to calculate decimals and percentages.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties, which are often characterized by frequent change.

**Leadership:**

**Customer Service:**

**Financial Accountability:**

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

# COLLIER COUNTY POSITION PROFILE



Position Title: Fleet Service Writer	Work Location: 2901 County Barn Road, Naples, FL
Department: Fleet Management/Facilities Mgmt.	Days/Hours of Work: 5 days/40 hours

Essential Job Functions (What is the purpose of this position? What are the fundamental job duties an individual must perform to meet the objectives of the position? A function is considered essential if the absence of the particular function would alter the fundamental purpose of the job.)

Greets all incoming customers in a positive and friendly manner. Prepares computer generated work orders for vehicle and equipment maintenance and repair based on customer input. Prepares schedules and coordinates the vehicle and equipment preventive maintenance program. Informs customers of equipment maintenance and repair status. Contacts and dispatches appropriate outside vendors for road calls to repair or tow vehicles and equipment. Takes computer reservations, dispatches, and receives in fleet loaner vehicles. Keeps the fleet service manual library current, complete, organized, and serviceable. Reviews for accuracy and processes invoices from outside vendors, adding them to the corresponding work orders. Performs all fuel system administration, including transferring fuel transactions from the automated fuel system to the automated fleet management system, monitoring fuel levels and ordering fuel as necessary, and performing required inspections and preventive maintenance. Checks fuel delivery invoices for accuracy. Troubleshoots malfunctions and makes corrections or repairs on the TRAK automated fuel system. Conducts weekly and monthly reconciliation of the total fuel metered as compared to the fuel delivered. Performs all inspections and maintains files and records as required by the Florida Department of Environmental Protection.

Equipment (List machines, tools, devices, equipment, etc. used to perform essential job functions.)

Operates County automobiles and light to medium trucks. Operates a computer system for opening work orders and other Fleet Management functions. Operates communications equipment to include telephone, pager, radio, and facsimile machine. Operates a variety of office equipment.

Nature of Supervision: (Describe the degree of supervision that can be provided to this position.)

Receives general supervision from the Fleet Maintenance Supervisor.

Is the job performed alone and/or with others? (Please explain and describe customer contact.)

This is a job that requires constant communication with customers, fleet personnel, and outside vendors.

Additional Duties (What duties are marginal and/or incidental to the performance of the essential job functions? This would include duties performed occasionally, those handled by one or more other employees, a small percentage of time dedicated to, etc.)

Parts and mail runs. Other duties as designated by the Fleet Maintenance Supervisor.

Special Requirements (List special requirements such as certificates, licenses, etc., and/or preferred experience or education.)

Must have a friendly and customer oriented disposition. High school graduate or equivalent. Computer experience required. Must possess a valid Florida driver's license. Maintenance experience desired.

Do all employees within this job classification perform the same job functions, or are they varied amongst each individual? (Please explain.)

This is the only fleet service writer position.

Other comments (List other physical requirements and work conditions not covered on the next page. Describe language skills needed, i.e., reading, writing, speaking, and other skills/abilities to perform essential job functions.)

Must communicate clearly and effectively in English, and use correct grammar, both verbally and in writing. Garage/shop environment: exposure to noise, dust, grease, fumes, oil and gasoline. Cannot be allergic to dust or petroleum products. Must have adequate eyesight and hearing to avoid the hazards of fleet shop operations.



## PHYSICAL REQUIREMENTS AND WORK CONDITIONS

	Frequently 15-20 times daily	Occasionally 5-10 times daily	Seldom 5-10 time weekly	Minimal 0-5 times weekly
<b>Sedentary</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling/Crawling</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Balancing</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pulling</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>Pushing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>Reaching Over Shoulders</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>Walking</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Mechanical Walking</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climbing Stairs</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>Digging</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Use of Pesticides</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Climbing Ladders</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Lifting/Carrying under 20 lbs.</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Over 20 lbs.</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Over 50 lbs.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Fine Motor Skills -Keyboarding</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Eye/Hand Coordination</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>In or With Moving Objects, Equipment or Vehicles</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>In Heat or Cold</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>On or With Ladders, Scaffolding or other Heights</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>With Electricity</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Below Ground Level</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>With Fumes, Smoke, Gases, or Flames</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>With Solvents or Chemicals</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>With Vibrations</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
<b>In Confined Area</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
<b>Work is Performed Outside</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Hearing</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Clear Vision</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Depth Perception</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Color Vision</b>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date