



CITY OF RICHLAND

CLASSIFICATION TITLE: SERVICE WRITER/PARTS SPECIALIST	JOB # 3032	AFFILIATION: Affiliated (IUOE)
REPORTS TO: FLEET AND EQUIPMENT MAINTENANCE MANAGER	PAY GRADE: Per CBA	FLSA STATUS: Non-Exempt

GENERAL SUMMARY:

Under the direction of the Fleet & Equipment Maintenance Manager or designee, schedules the maintenance and repair of a variety of vehicles and equipment, including gasoline, diesel and grounds equipment; researches and orders needed equipment, parts, tools and supplies. Communicates and assists in scheduling maintenance and repairs. Inventories, organizes, and tracks all parts, tools, and supplies.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ascertains automotive and equipment problems and services by listening to customer’s description of symptoms; clarifies description of problems as needed; conducts inspections, takes test drives, checks vehicle maintenance records, and examines service schedules.
- Schedules maintenance and repair of a variety of City vehicles and equipment, including gasoline, diesel, and grounds equipment.
- Prepares repair orders by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtains approval signatures (if applicable) and enters repair orders into service database system or program to assigned task.
- Researches and orders needed equipment, parts, tools, and supplies.
- Inventories and organizes equipment, parts, tools, and supplies.
- Assists with compiling and preparing estimates for repairs for customers, and the estimated time needed for repairs.
- Interacts and maintains customer rapport by explaining estimates and expected return of vehicle and/or equipment; answers questions and concerns and/or guides them to the appropriate parties.
- Coordinates proper methods of storing materials, supplies and inventory.

- Monitors delivery of materials against purchase requests; ensures type, quantity and quality of orders, and monitors stock inventories and adjusts stock levels as needed.
- Supports the mission and goals of the City in serving our customers and foster a positive environment by personally choosing behavior aligned with our values and rules of conduct.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Specific and realistic knowledge, skills, and abilities necessary to competently perform this job.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities.
- Prioritization methods and scheduling repairs and preventative maintenance.
- Collecting and recording information, including mileage, hours of operation, oil, and lubricant usage.
- Shop math applicable to vehicle maintenance.
- Maintenance scheduling principles and practices.
- Alpha and numeric filing systems.
- Proper methods of storing materials and supplies.
- Inventory methods and practices.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Purchasing policies and procedures.
- Work order codes to identify repairs.
- Applicable health and safety policy, procedures, and practices.
- Basic equipment, tools and materials used in the repair and maintenance of vehicles and equipment.
- Implementation of maintenance scheduling principles and practices.
- Methods, techniques and practices of maintenance and repair of a wide range of heavy and light vehicles and equipment. Enterprise software and hardware systems and Microsoft windows & office software utilized in fleet operations.

Skills and Abilities to:

- Schedule, review and participate in work activities of assigned unit.
- Analyze situations accurately and adopt an effective course of action.
- Operate a variety of modern office equipment and personal computers in a Windows-based computing environment, to include Microsoft Office Suite.
- Ability to navigate and input data in Fleet Management/Purchasing/Receiving software.
- Understand division organizational and operational policies, goals, and objectives.
- Schedule repairs as directed, prepare related work orders, and coordinate proper parts and materials.
- Maintain and update repair manuals and related information as directed.

- Follow oral and written instructions.
- Observe legal and defensive driving practices.
- Follow health and safety regulations.
- Maintain accurate logbook information reflecting daily work as billable/not billable hours.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or GED.
- Three (3) years of experience in automotive service writing, automotive repair, fleet management, or purchasing and warehousing.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid Washington State driver's license upon hire date.
- Forklift Certification within three (3) months of hire date.
- Obtain and maintain one (1) ASE Parts Specialist/Consultant Certification (P1, P2 or C1) within one (1) year.

COMPETENCIES:

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:

- Typically performed in an office/shop environment.
- Position involves working with inventory parts, receiving maintenance and repair parts, and distribution to correct job/technician.
- The noise level in the work environment is usually quiet to moderate, depending on office/shop jobs and functions.
- Position involves some work outdoors retrieving hour meter readings and vehicle numbers for our work order system, which may include inclement weather conditions.
- May be exposed to moving or transporting mechanical parts and vehicles.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands:

- Operate a motorized vehicle, which may include inclement weather conditions.
- Operate standard equipment for assigned tasks.
- Ability to sit, stand, walk, bend, reach with arms and hands, kneel and stretch, occasionally crawling in tight spaces, such as attics and crawl spaces as well as the ability to climb ladders and stairs, ride on platform hoists.
- Ability to lift, push, carry or pull materials and objects weighing up to 50 lbs. frequently and up to 75 lbs. on occasion using proper lifting techniques.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching.
- Good vision to read print and computer screens.
- Ability to hear and speak to communicate in person and over the telephone.

SELECTION GUIDELINES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.

AUTHORIZATIONS: (For Archive)



Human Resources Director 1/19/2023
Date



Department Director 1/19/2023
Date



City Manager or Authorized Designee 1/19/2023
Date

