

Code: 7137

Operation and Construction Service
River, Harbor and Transportation Group
Automotive Transportation Series

CLASS TITLE: Supervising Service Writer

CHARACTERISTICS OF THE CLASS: Under general supervision, supervises a staff of Service Writers engaged in the visual inspection of vehicles and the preparation of work orders for repairs and service at a departmental garage; and performs related duties as required.

ESSENTIAL DUTIES: Oversees and participates in visually inspecting vehicles to note malfunctions and physical damage, and preparing work orders for repairs; reviews work orders for accuracy and completeness of information regarding the description of mechanical and operational problems reported, physical damage observed and other information needed to initiate repairs and service by trades personnel; prepares work schedules and makes daily work assignments to ensure adequate staffing and efficient operations at garage sites; trains staff on procedures for the entry and processing of work orders on the Vehicle Management System (VMS); supervises the maintenance and updating of computerized repair and service records on the VMS, ensuring that proper procedures are followed for the accurate entry and closing out of records; monitors the maintenance and updating of records documenting the servicing of vehicles as part of the department's Preventative Maintenance Program (PMP); prepares reports detailing work operations.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible vehicle maintenance and repair experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of the mechanics and operations of vehicles. Considerable knowledge of the use and operation of the Vehicle Maintenance System (VMS). Considerable knowledge of vehicle repair work procedures.

Ability to plan, assign and review the work of subordinate staff. Ability to train staff on the operation of the VMS system and other work procedures. Ability to operate a personal computer.

Code: 7137
Operation and Construction Service
River, Harbor and Transportation Group
Automotive Transportation Series

CLASS TITLE: Supervising Service Writer (Cont'd)

Skill in maintaining computerized vehicle repair records. Good supervisory skills. Good oral and written communication skills.

Working Conditions. Unavoidable exposure to fumes and noisy, dirty environment associated with a vehicle service and repair garage.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

April, 1999