



Code: 7161

Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: River, Harbor and Transportation
Series: Automotive Transportation

CLASS TITLE: FLEET SERVICES SUPERVISOR

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises Garage Attendants working in a vehicle maintenance facility performing non-skilled and manual work in the routine maintenance and servicing of City vehicles and automotive equipment, and performs related duties as required

ESSENTIAL DUTIES

- As first-line supervisors, prepares work schedules, makes daily work assignments and prioritizes work orders to ensure the efficiency of work operations
- Reviews daily manpower and re-allocates staff to ensure proper shift coverage
- Implements safety procedures to minimize accidents and promotes a safe work environment; conducts safety training and provides instruction on safety practices
- Monitors work performance and prepares performance evaluations; initiates and enforces disciplinary actions; approves time off requests
- Prepares accident and injury reports; maintains productivity records and prepares work reports

Service Garage

- Monitors work activities of Garage Attendants to ensure efficiency, timeliness, and adherence to established quality standards
- Instructs Garage Attendants in performing preventative maintenance work, including oil and filter changes, lubrication of grease fittings, and checking air pressure on tires
- Reviews work orders and related reports to ensure proper servicing of vehicles including checking for proper tire-pressure and replenishing of automotive fluids
- Orders needed supplies of lubricants, automotive fluids, and cleaning solvents
- Inventories and stores supplies to ensure adequate levels are maintained
- Inspects work areas to ensure garage floors are kept clean and free of potential hazards
- Updates computerized records on vehicles serviced
- Assists Garage Attendants in performing the more difficult attendant duties as needed

Fuel Station

- Monitors work activities at fuel stations, traveling to stations to inspect operating conditions and ensuring sites are clean and free of debris, fuel pumps are working properly
- Ensures Garage Attendants are providing needed services to vehicles including checking oil and other fluids
- Responds to problems at stations reported by Garage Attendants, including inspecting pumps to identify malfunctions and requesting needed repairs
- Conducts safety inspections, ensuring area surrounding underground fuel tanks remain clear and accessible at all times to allow for refueling
- Checks and ensures proper records are being maintained including required EPA vapor recovery reports, and manual logs of vehicles arriving at fuel station, type of fuel (e.g., gas, diesel, compressed gas) dispensed, and other services provided

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of automotive maintenance work experience in an automotive repair shop or car dealership; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- Must possess and maintain a valid State of Illinois driver's license

WORKING CONDITIONS

- General office environment and automotive service garage
- Work schedules include varying days off and shifts
- Unavoidable exposure to outdoor weather conditions
- Exposure to loud noise, fumes or dust, oily or wet environment
- Exposure to hazardous conditions (e.g., heavy equipment)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., computer terminals, hand-held computer)
- Personal protective equipment (e.g., safety shoes, glasses, gloves)
- Testing and monitoring equipment
- Standard tools used in servicing equipment

PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended or continuous periods of time
- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- preventative maintenance practices, and procedures used to service automobiles
- safety principles, practices, and procedures used in vehicle maintenance facilities
- use of safety equipment and protective gear
- personal computer operations and applicable software

Some knowledge of:

- supervisory methods, practices, and procedures
- OSHA safety standards

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Garage Attendant class

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- INSTRUCTING - Teach others how to do something

Other skills as required for successful performance in the Garage Attendant class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other abilities as required for successful performance in the Garage Attendant class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Garage Attendant class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
Title Change: May, 2018