

City of Fort Worth, Texas Job Description

Classification Title	Service Writer		
Job Code:	TC5390	Job Family:	Technical/Para-Professional
Pay Grade	504	Date Created:	06/15/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Assists customer with obtaining maintenance, service and/or repair for their assigned vehicles. Pre-assesses incoming equipment service needs via customer interface, telephone and email requests for service.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Prepares computer generated work orders and interfaces with customers to determine cause of mechanical problems.
2. Performs various clerical duties in support of assigned service center data entry.
3. Arranges and coordinates vendor pick up and repairs, checks on repair status update notes and informs customers
4. Researches and collects information to prepare, produce and distribute monthly maintenance reports, production reports and various other reports upon supervisor request.
5. Evaluates needed vehicle repairs and determines if repairs should be completed by internally or by an outside vendor; requests estimates from vendors.
6. Calls user departments to bring in equipment for scheduled maintenance.
7. Assists in updating the scheduling board and maintains its accuracy.
8. Dispatches road service, wrecker service or tire repair based on information received from customer over phone to determine the appropriate repairs needed.
9. Acts as liaison to customer for resolving repair problems.
10. Performs special jobs for crew leaders and shop supervisors.
11. Performs other duties as required.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles, practices and techniques of repairing gasoline, diesel, and construction equipment.
 - Data entry systems such as Microsoft, Excel, Word, Outlook and a work order management system.
 - Methods, tools and equipment used in automotive mechanics.
 - Safety practices related to automotive work.
 - Routine maintenance functions.
 - General departmental policies and regulations.
 - Minor tune-up work, preventative maintenance inspections, lubrication procedures, safety inspection procedures and techniques.
 - Workable knowledge of equipment parts and service (mechanical parts & technical names and terminology).
- **Skill in:**
 - Time Management.
 - Making observations.
 - Operating assigned equipment.
 - Using good judgment.
 - Multitasking.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Recognize and identify common mechanic tools and equipment.
 - Follow oral and written direction.
 - Learn new methods, procedures, and skills as related to vehicle repair.
 - Use a computer and input data.
 - Establish and maintain a good working relationship with other employees and customers.
 - Diagnose mechanical problems.
 - Service equipment and replace simple parts.
 - Diagnose mechanical problems based on verbal information furnished by customer to determine.

QUALIFICATIONS

Minimum:

An equivalent combination of education and experience sufficient to perform the essential duties of the position may qualify; Human Resources Department will determine appropriate qualifications. A typical way to obtain the minimum requirements would be:

High school diploma/GED and one year of directly related experience in diagnosing, troubleshooting, and repairing of equipment.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here 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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

PHYSICAL DEMANDS

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

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.