



AUTOMOTIVE SERVICE COORDINATOR

DEPARTMENT: General Services/Fleet and Equipment Maintenance

NATURE OF WORK:

Performs skilled, technical tasks coordinating work orders, vehicle preparation, and coordinating sublet repairs. Exercises considerable initiative and independent judgment in completing assigned duties to ensure the safety and operability of County-owned equipment. Duties are performed under supervision of the Fleet and Equipment Maintenance Administrator.

ESSENTIAL FUNCTIONS OF THE JOB:

Receives incoming work requests from customers for vehicle preventive maintenance and scheduled repairs; checks drop box for instructions and keys; enters information into the computer to create work order.

Coordinates and schedules repairs to ensure proper work load.

Tracks and maintains correct status of work orders; adds or adjusts technician times as needed; checks completed work orders for accuracy; closes completed work orders; generates reports; generates reports as needed from work order records.

Maintains "working" and "finished" keyboard for keys to vehicles being worked on.

Coordinates sublet and contracted maintenance and repair work with vendors and contractors; obtains cost and estimates for repair or maintenance work; accurately processes purchase orders for sublet; notifies customer of sublet repairs; arranges for delivery to and pick-up from vendors; coordinates service or repairs needed.

Charges sublet to correct work order; monitors progress of repair or maintenance; closes completed sublet work orders.

Inspects new vehicles and equipment for conformity to specifications.

Prepares vehicles and equipment for auction and sends information to Auto Inventory Specialist.

Maintains the Fleet and Equipment Maintenance vehicle loaner program.

With Lead Automotive Technician, writes specifications and orders new equipment for Fleet and Equipment; coordinates equipment repairs; identifies building maintenance needs and follows-up with General Services staff on progress of maintenance.

Performs skilled automotive repair and maintenance work as necessary and as time allows.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with departmental safety procedures and the County Safety Program.

Operates equipment safely and notifies supervisor of any unsafe work condition or practice.

May be assigned to report to work to serve customers during emergency conditions. May be assigned to report at a different time and locations and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Work is performed primarily in a garage office setting.

Operates computer keyboard, typewriter, telephone, fax, and copy machines.

Requires the ability to travel among various work sites.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the automotive service and repair trade.

Comprehensive knowledge of the operations and systems characteristics of vehicles.

Knowledge of OSHA Rules and Regulations pertaining to haz-mat program.

Knowledge of County purchasing policies and procedures relating to the acquisition and disposal of automotive parts and accessories.

Skill in the accurate repair and maintenance of vehicles.

Ability to interpret and understand standard labor rates for billing.

Ability to make mathematical computations accurately.

Ability to establish and maintain effective working relationships with County employees, suppliers, and vendors.

Ability to operate key cutting machine.

Ability to organize, operate, and maintain Service Dispatch System to ensure customer satisfaction and maximize use of mechanics' time.

Ability to operate and understand the various data processing systems used in fleet management and inventory control systems.

Ability to plan and organize own work.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; some related experience; or any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Requires a post-offer physical.

Requires a post-offer drug test.

Requires a post-offer driving record check.

Requires a periodic physical.

Must possess:

- Virginia State Vehicle Safety Inspector certification.
- Training and certification by a US EPA-approved organization in the use of recycling equipment in compliance with industry standards, regulatory requirements, refrigerant containment, and the effects of ozone depletion.
- A valid Virginia Commercial (A) Driver's License and have an acceptable driving record based on James City County's criteria.

Must provide own hand tools.

Date: June 2009

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Automotive Service Coordinator
Department: General Services

Position Number: 234
Division: Fleet and Equipment Maintenance

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input checked="" type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input checked="" type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift					✓			✓	
Push/Pull						✓	✓		
Hold/Carry					✓			✓	

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input checked="" type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand			✓					✓	
Sit				✓				✓	
Walk			✓					✓	
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other: _____ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x 5-20x 20-50x 50+x
 Other: _____ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other: _____			