

Job Description

Service Writer

40 Hours | 15- Other | POS #

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|---------------|--|-----------------|----------------------------|
| Direct Report | Director of Facilities & Fleet Management | Grade | Gr-H \$21.94hr - \$30.63hr |
| Department | Department of Facilities & Fleet Management (DFFM) | FLSA | Non-Exempt |
| Division | DFFM | Bargaining Unit | Union |
| Date | July 2024 | Location | 294 Liberty Street |

Homeland Security Emergency Status: Essential

Safety Classification: Safety Position

Summary

This position serves as a liaison between City departments that have assigned vehicles and repair personnel by diagnosing automotive problems and initiating repairs.

Supervisory Responsibilities

Supervision Scope: Supervisors are responsible for signing performance reviews.

Supervision Received: This position receives general direction from the Garage Superintendent and/or designee

Supervision Given: This position has no formal supervisory responsibilities.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Prepare repair orders by describing symptoms and problems as well as repairs and services required.
2. Ascertain automotive and/or equipment problems and services by listening to descriptions of automotive issues, conducting inspections, and checking vehicle maintenance records.
3. Obtains vehicle information data from departments and explains the work and/or repair performed.
4. Maintain accurate and precise automotive records by recording problems and corrective actions planned.
5. Generate correspondence, prepare reports, coordinate meetings and track progress of the Fleet Division's workflow.
6. Assist with snow and ice removal operations.
7. Recommend or order parts and supplies as needed.
8. Provide effective and efficient customer service and promote and maintain responsive working relationships.
9. Perform related duties as assigned.

This position is deemed essential personnel and must report to work during emergency situations.

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

Job Description

Competencies

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|---------------------------|-----------------------|------------------------------------|
| Customer Service | Independent Judgement | Thoroughness & Attention to Detail |
| Communication Proficiency | Monitoring Progress | Organizational Skills & Planning |
| Problem Analysis | Expert Reporting | Responsibility & Adaptability |

Minimum Qualifications

Education and Experience

- Graduation from high school or GED equivalent.
- 1 to 3 years of experience in automotive repair.
- Any equivalent combination of education and experience.

Required Skills and Abilities

- Computer operations including Shop/Fleet Management Software.
- Occupational hazards and the proper safety methods and procedures used to avoid or minimize risks.
- Diagnose automotive problems and recommend repairs.
- Work independently with minimal supervision.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing.
- Multitask and prioritize workload.
- Lift and carry heavy objects.
- Walk and stand for long periods of time.
- Establish and maintain effective working relationships with supervisors, coworkers, and the general public.
- Following all necessary safety precautions in the performance of job duties.

Special Requirements

- Subject to Mandatory CORI (Criminal Offender Record Investigation).
- Possession of a valid Massachusetts driver's license and good driving record. Operates a motor vehicle on a regular basis.
- Possession of a Class B CDL or the ability to obtain within six months of hire.
- Automotive and/or Service Advisor Training Program Certification preferred.

Work Environment

The **Service Writer** makes constant contact with other staff, members of the public and City departments. This requires excellent customer service skills. The **Service writer** is expected to operate in an environment where errors can be costly with regard to efficiency of the operation.

Job Description

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. The work environment and exposures 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.

While performing the duties of this job, the **Service Writer** is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The position is occasionally sedentary. The **Service Writer** sits, walks, or stands for varying periods, may exert up to 25 pounds of force occasionally including having to lift, carry, push, pull, or otherwise move objects up to 50 lbs. The employee is frequently required to bend, climb, balance, stoop, kneel, crouch, or crawl. The employee may frequently be exposed to adverse weather and other unpleasant conditions such as heat, cold, wetness and humidity, dim or bright lights, dust, odors, noise, and heavy machinery. The employee must frequently lift and/or move up to 25 pounds and occasionally up to 50 pounds.

Work Hours

This is a full-time non-exempt position with a typical 40 hours per week with possible availability for after normal hours of operation during emergencies and other departmental critical needs.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.