

Job Class Code: 0158	FLSA Status: Non-Exempt
Pay Code: Annual	EEO Category: 6

GENERAL DESCRIPTION

The purpose of this job classification (class) is to ensure that Central Fleet's customers receive prompt, courteous and efficient service. This job classification serves as a liaison for the City Garage, collecting and providing complete and accurate information to ensure skilled services can be provided in an efficient manner. The job class works within a general outline of work to be performed and develops work methods and sequences under general supervision.

TYPICAL TASKS

<ul style="list-style-type: none"> • Greet customers to the department and answers questions via telephone, email and two way radio. Explain estimates and expected return time of vehicle, ensure service forms are completed and signed as appropriate, obtain contact information, address any concerns or complaints, and address warranty issues including any exclusions or limitations. • Identify automotive problems and potential services needed by listening to customer's description of symptoms in order to clarify a description of the problem(s). Observe problem and take test drives as needed. • Check vehicle warranty, service contract, maintenance records, service schedules and mileage; document information as needed. • Generate work orders for vehicles requiring repair or maintenance, input data from work orders to Fleet Management software, and finalize work orders upon completion of the repair or service. Keep customers informed regarding the status of repairs. • Coordinate and schedule routine and emergency repair service for all City vehicles and equipment. • Respond to requests for service from the field (i.e. emergency breakdowns) and arrange towing, transportation, or other services as needed. • Update preventative maintenance schedules for vehicles and advise customers about necessary service for routine maintenance. • Coordinate between departments and automotive dealerships to schedule recall services to be performed, with minimal impact to department operations. • Performs other duties as assigned.
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GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
Reasoning Requirements	Performs semi-skilled work involving rules/systems and solves problems almost constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percentages.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports and forms; speaks compound sentences using normal grammar and word form.
Mental Requirements	Performs clerical and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, subordinates, coworkers, and others that depend on the service or product.
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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge	Knowledge of basic automotive principles, automotive terms, and information regarding standardized automotive labor repair times is strongly preferred.
Skills	Computer skills to include web based applications, database software, and Microsoft Office applications. Skills using standardized automotive labor estimation software platforms is preferred.
Abilities	Ability to clearly communicate ideas verbally and in writing; ability to translate mechanical terminology to customers in a way they can understand. Ability to address customer service complaints in a manner that eliminates or reduces potential conflict.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and completion of one year of college or technical training, or any equivalent combination of education and experience in the automotive industry or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and driving record in compliance with City Driving Standards. A class B CDL and ASE C1 certification are required; ASE G1 and T8 certification are preferred.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.