

AUTOMOTIVE SERVICE WRITER

Definition:

Under direction, evaluate reported maintenance discrepancies; initiate maintenance repair orders, coordinate State mandated vehicle testing for County Garage; and do related work as required.

Distinguishing Characteristics:

This singleton position facilitates the inspection and testing of automobiles, light-duty vehicles and other equipment to determine the need for and cost of repairs; estimating time for service completion, following up to ensure that vehicles are back in operation as scheduled; and communicate with customers to resolve any unforeseen problems or delays.

Essential Functions:

- Communicates with Department representatives to determine their complaints regarding the mechanical repair needs of automobiles or light vehicles.
- Inspects and test drives vehicles to verify complaints and determines what repairs are needed.
- Performs preliminary diagnosis of automotive vehicles and listens for sounds indicative of malfunctions; drive vehicles noting performance of parts, such as transmissions, power steering and brakes.
- Receives and evaluates reported automotive maintenance discrepancies and/or malfunctions from vehicle operators, writes up complaints and other observable repair needed for mechanics; initiates work orders by recording necessary repairs and maintenance; contacts vendors to schedule repairs not performed in the County garage.
- Operates a personal computer to perform routine data entry and to retrieve service information on each vehicle brought into the shop for service.
- Performs routine data entry of service information on each vehicle brought in for service; maintains daily logs monitoring vehicle repair status and historical data.
- Monitors time vehicle is out of service and expedites earliest possible return; follows up on all complaints.

Other Functions:

- May schedule and monitor the preventive service maintenance of vehicles notifying the Garage Shift Supervisor of departments when schedule is not being adhered to.
- May be required to perform minor adjustments to vehicles.
- Performs other related duties as required.

Employment Standards:

Completion of High School or G.E.D., and a Certificate of Completion in Automotive Mechanics, or related subject, from an accredited vocational program, OR 6 months paid automotive repair experience. Qualifying experience includes: work engaging the knowledge and use of automotive equipment and the function, tools, materials, methods and practices in automotive mechanical repair and time and material estimates.

Must possess a valid Class "C" California Driver's License at the time of appointment.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.

Knowledge of: mechanical repair and maintenance practices; automotive equipment and its function; automotive mechanical repair tools, materials, methods and practices; automotive labor and repair estimating; record maintenance and service operations; vehicular repair order categorization and report preparation; use and analysis of computerized data; effective verbal and written communication skills; principals and techniques of effective customer service, interpersonal skills, and public relations.

Ability to: communicate clearly and concisely, both verbally and in writing, with a variety of internal and external customers; maintain records of repair and service operations, categorizing vehicular repair orders and to prepare reports; complete forms, enter and analyze computer data; convey vehicle performance complaints regarding mechanical repair needs; inspect and test drive vehicles to identify areas of malfunction; perform simple estimates of time and material; operate a personal computer and related software to complete work.

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