

County of Humboldt Job Specification
AUTOMOTIVE SERVICE WORKER
Classification 0246



DEFINITION

Under general supervision, assigns, schedules and dispatches motor pool vehicles; maintains computerized records and prepares reports; cleans and inspects County motor pool vehicles; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing basic automotive servicing duties including cleaning and inspecting vehicles and performing routine servicing such as checking and adjusting fluid levels. This classification also performs clerical and administrative support duties in support of the County motor pool function including recording and reconciling mileage logs, assigning and checking out motor pool vehicles, and maintaining appropriate motor pool records. Positions at this level exercise judgment and initiative in their assigned tasks, receiving only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Assigns and schedules motor pool vehicles according to user needs, availability and other criteria; dispatches vehicles to user departments and checks in returned vehicles; informs vehicle users of policies and procedures.
- Maintains a variety of records using computerized and manual systems concerning vehicle assignments, mileage, dates of service, and other information; prepares reports and spreadsheets; reconciles mileage logs and resolves discrepancies; creates and updates files on new cars.
- Ensures that the interior and exterior of vehicles are clean, participates and directs others in washing, waxing, vacuuming and removing trash from vehicles; documents and resolves complaints from users regarding the cleanliness or condition of vehicles.
- Inspects and maintains fluid levels; changes wipers; charges batteries; replaces bulbs and makes other minor repairs.
- Inspects general operating condition and safety problems and refers all major repairs to Automotive Technicians.

- Coordinates and oversees the activities of assigned workers from a variety of county and non-county work alternative, community service and job training programs; maintains records of days, hours and work performed.
- Participates in the selection of work crew participants, trains workers to perform simple work tasks, and coordinates with the Sheriff's Office or appropriate agency regarding performance or attendance problems.
- Takes vehicle repair requests, coordinates and schedules needed repairs, prepares and records work orders.
- Maintains minutes of regular safety meetings, safety records and safety data sheets.
- Maintains inventory of parts and supplies for routine maintenance.
- Obtains estimates for damaged vehicles, photographs damage, assists departments in filling out accident reports and maintains computerized files pertaining to accidents involving County vehicles.
- Participates and directs work alternative crews in keeping motor pool facilities in a clean, orderly, and safe condition.
- Arranges for disabled vehicles to be towed.
- Performs other related duties as assigned.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Knowledge of:

- Office practices and procedures, including filing and record keeping.
- Principles and practices of operation and maintenance of vehicle systems and components.
- Use and maintenance of basic shop, hand and power tools.
- Proper cleaning methods, and the safe usage of cleaning materials, disinfectants, cleaning tools and equipment.
- Types and grades of lubricants, coolants, brake, steering and other fluids used in automotive servicing.
- Safe working practices and safety equipment related to the work, including materials and supplies.
- Basic business arithmetic.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Train others in work procedures.
- Gather and compile division-specific information from a variety of sources.
- Organize and maintain accurate files and records.
- Maintain a basic inventory.
- Effectively perform vehicle safety inspections and identify potential necessary repairs to ensure vehicular safety.
- Maintain effective operations and cleanliness in a shop environment.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade

and

Two (2) years of experience performing clerical or customer service work. Experience in an automotive servicing environment is preferred but not required.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

PHYSICAL DEMANDS

- Mobility to work in an automotive shop environment and use standard office equipment, including a computer; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to operate varied hand and power tools, and to operate a motor vehicle and visit various County sites.
- Strength and stamina to perform medium to heavy physical work; to lift, carry, push, and pull materials and objects weighing up to 60 pounds, in all cases with the use of proper equipment and/or assistance from other staff.
- Vision to inspect and operate equipment.
- Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment, and to operate and repair tools and equipment.

ENVIRONMENTAL CONDITIONS

- Employees work in an automotive shop and outdoor environment with moderate noise levels, typically controlled temperature conditions, occasion exposure to inclement weather conditions, and exposure to chemicals frequently found in an automotive shop environment such as motor oil, coolant, etc. in some site locations.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).