

CITY OF GLENDALE

TITLE:	Service Writer	CLASS CODE:	865
REPORTS TO:	Shop Supervisor	GRADE:	19
DEPARTMENT:	Field Operations	FLSA:	N

JOB DESCRIPTION DATE: February 29, 2008rht

JOB SUMMARY

Receives vehicle and equipment complaints and requests for repair from operators, makes preliminary diagnoses of problems, creates electronic work orders, schedules vehicles, assists operators in obtaining minor maintenance, and communicates information to the Shop Coordinators and the Shop Supervisor.

ESSENTIAL FUNCTIONS

1. Receives vehicles and equipment in need of repair from operators. Creates work orders and ensures customer write-up forms are complete with contact information and vehicle condition information.
2. Makes preliminary diagnoses of problems, identifies repairs needed, and estimates time needed to complete repairs. Checks vehicle and equipment warranty status and contacts appropriate service provider to schedule warranty repairs when required.
3. Makes estimate of downtime of vehicles and equipment based on shop workload and communicates information to operator and/or department.
4. Explains recommended service and repairs to operators.
5. Describes vehicle and equipment malfunctions on work orders so mechanics can diagnose repairs needed.
6. Ensures information in the fleet management database is current and complete when work orders are being corrected. Reports incomplete entries that cannot be corrected by the service writer to the shop coordinator or shop supervisor.
7. Coordinates with service provider for outside repairs for heavy-duty vehicles and equipment and for glass repair.
8. Runs monthly emissions testing report and sends out notifications to customers when emissions tests are due. Monthly runs report for annual aerial device inspections and schedules inspections with outside service provider as needed.
9. Daily, checks open work orders and gives information to shift coordinators.
10. Weekly, performs quality control check of vehicles parked on the ready line to verify documentation is left in the vehicle identifying repairs completed, work order repair lines were closed or differed, and if parts are on order. Reports findings to shop coordinators and shop supervisor.
11. Answers questions from operators and departments regarding service and repairs.
12. Refers problems to shop coordinators or shop supervisor that cannot be resolved at service writer level.
13. Schedules PM services using established procedures and systems.

SECONDARY FUNCTIONS

14. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Principles and practices of equipment repair including front-end alignment, emission testing
Motorcycle repair or specialized public safety vehicles, gasoline and diesel powered heavy
equipment
Brake, hydraulics and electrical systems, driveline, gas and diesel engines
Steering, cooling, and air conditioning systems
Computer and automated systems

Skills in:

Diagnosing and evaluating needed equipment repairs
Applicable computer software programs
Customer service

Ability to:

Make preliminary diagnoses of problems and communicate them effectively to the shop coordinator
and/or the shop supervisor
Establish and maintain effective relationships with city staff and the public
Communicate effectively, verbally, and in writing
Maintain accurate and complete records of vehicles serviced

WORKING CONDITIONS

Work involves extensive walking, standing, bending, and exposure to adverse weather conditions; exhaust
fumes, chemical fumes, acid, oil, grease and hazardous materials and equipment. Hazards may be
controlled through the exercise of safety precautions.

MINIMUM QUALIFICATIONS

High school education and two years of experience as a skilled mechanic in the areas of tune-ups, heavy
gasoline and diesel equipment repair, electrical systems, industrial and construction equipment repair, and
fire and rescue equipment repair. Direct customer contact experience and A.S.E. certification is preferred.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and
abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license.

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug
and alcohol testing throughout their period of employment in accordance with the City of Glendale
Substance Abuse policy.