



Job Description

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.

Job title	Fleet Service Writer/Technician
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GENERAL PURPOSE

Under general direction, schedules and coordinates work, parts, and interactions with other departments for the maintenance of a wide variety of heavy-duty diesel, gasoline, electric and natural gas-powered heavy trucks, construction equipment and automobiles; assigns work to other technicians; maintains records required by the District and other state and federal agencies; performs the duties of a fleet services technician staff, as needed, for coverage; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is an advanced-level classification responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform administrative duties related to coordinating, scheduling, recording, parts acquisition, and reporting fleet maintenance and repairs, while maintaining abilities of the fleet technician. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

The Fleet Service Writer/Technician must maintain abilities of a fleet technician but is distinguished from the Senior Fleet Technician by the more administrative and coordinative nature of duties.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Fleet Services Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 this position.

- Provides technical and functional direction to staff assigned to troubleshoot, overhaul, repair, and maintain light to heavy-duty gasoline, natural gas, propane, electric and diesel-powered vehicles and equipment; reviews and controls quality of work; assists in completing employee evaluations; participates in performing routine to complex equipment maintenance and repair work.
- Plans, schedules, prioritizes, and assigns maintenance and repair work; communicates status of repairs to appropriate personnel, working cooperatively to schedule repairs in accordance with established and special operational priorities; instructs staff in work procedures; may participate in new hire interviews and make recommendations.
- Trains employees in work methods, use of tools and equipment, and relevant safety precautions.
- Inspects the work of lower-level staff.
- Processes requests for fleet repair and maintenance, coordinates repair requests with supervisory and management staff.
- Generates and completes fleet work orders, coordinates the acquisition of repair parts and materials, and maintains contact with user departments regarding ongoing repairs and maintenance of fleet vehicles; confers with District staff to determine maintenance needs and coordination.
- Performs diagnoses, repairs, and inspections on a wide variety of heavy duty diesel, gasoline, propane and natural gas-powered heavy trucks, construction equipment and automobiles.
- Estimates costs of equipment maintenance work, supplies, equipment, and materials; orders supplies and equipment for work projects; maintains records of purchase orders; assists in developing budget figures for the division; monitors expenditures.
- Participates in coordinating the set up and delivery of new vehicles and equipment with District staff and vendors including vehicle delivery and pickup during fleet equipment repairs, vendor warranty repairs and recalls.
- Participates in the development of preventative and predictive maintenance plans/requirements; incorporates maintenance activities in the fleet computer maintenance management system.
- Inspects and evaluates work in progress and upon completion to assure that repair, maintenance, and project activities are performed in accordance with District standards and specifications.
- Assists in quality control by organizing follow-up meetings with originators of vehicle maintenance requests or up-fit projects for project review and feedback as needed.
- Responds to questions from internal and external customers.
- Operates a variety of hand, power and shop tools.

- Provides data and assists in regulatory reporting.
- Participates in the development of vehicle specifications and in the inspection of newly received equipment for adherence to requirements.
- Performs 90-day truck inspections per Federal Motor Safety Carrier regulations; ensures inspected vehicles comply with federal safety standards and requirements.
- Maintains accurate manual and computerized logs and records of work performed and materials and equipment used; prepares reports as required.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs special projects as assigned; assigns, directs, and reviews the work of staff in Fleet Supervisor's absence.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles, practices, methods, equipment, materials, and tools used in the repair and maintenance of vehicles, construction equipment, engines, and components.
- Operational characteristics of specialized hydraulics, electronic control systems, and automotive diagnostic equipment.
- Federal, state and local laws and regulations in assigned areas of responsibility.
- Materials, equipment, products, supplies and their related applications.
- Practices and procedures of inventory management and control.
- Methods and techniques of estimating repair costs.
- Principles and practices of predictive and preventative maintenance.
- Principles and practices of quality control.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District 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:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.

- Read and understand manuals, rough drawings and specifications.
- Repair and overhaul electrical, hydraulic, pneumatic, and mechanical systems.
- Predict time frames required to complete a full range of maintenance or repair related jobs.
- Analyze complex maintenance problems and evaluate alternatives to recommend effective courses of action.
- Prepare clear and concise records, reports, and other written materials.
- Diagnose and repair a wide variety of light to heavy gasoline, natural gas, propane, electric and diesel-powered vehicles and related equipment.
- Operate and maintain a wide variety of hand, power and shop tools and equipment used in the work.
- Follow and apply written and oral work instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- 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.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Four (4) years of progressively responsible light and heavy vehicle maintenance and repair; one (1) of which should preferably be in a service-writing capacity.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California driver's license, Class A with hazmat and tank endorsements, or the ability to obtain one within one year of hire into this classification, and the ability to maintain insurability under the District's Vehicle Insurance Policy. All District employees required to possess a valid Class A driver's license for the performance of their duties shall be subject to random drug and alcohol testing pursuant to District policy and federal law.

- ASE Service Writer and Master Automobile or Truck certification is required within six months of hire into this classification.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a shop environment and in the field; strength, stamina, and mobility to perform medium to heavy physical work; 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 climb and descend ladders, to operate varied hand and power tools, and light and heavy vehicle equipment, and to operate a motor vehicle to visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the shop and in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Fleet Service Writer/Technician
Last Update: February 2024

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	<i>March 20, 2024</i>
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Fleet Service Writer/Technician. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____