

**JOB DESCRIPTION**  
**Fleet Service Writer/Technician**  
**Code Number: 42020**

**GENERAL PURPOSE**

Under general direction, performs detailed and highly responsible work in coordinating maintenance of a wide variety of heavy duty diesel, gasoline and natural gas-powered heavy trucks, construction equipment and automobiles along with performing the duties of a heavy or light fleet technician as needed for coverage; interacts and coordinates with managers, supervisors and vehicle operators to develop schedules that are coordinated with other departments based on available personnel and resources; sources and orders needed parts and materials; enters and maintains vehicle records used for fleet management and demonstration of compliance with state and local regulations governed by other agencies; uses a Fleet Computerized Maintenance System (FCMS) for monitoring, tracking, and inspecting completed repairs.

**DISTINGUISHING CHARACTERISTICS**

The Fleet Service Writer/Technician is an advanced journey-level class performing fleet-specific administrative duties while coordinating, scheduling, recording and reporting fleet maintenance and repairs within District policies.

The Fleet Service Writer/Technician must maintain abilities of heavy and light fleet technician but is distinguished from the Senior Heavy Fleet Technician by the more administrative and coordinative nature of duties. Fleet Service Writer/Technician may provide direction to lower level staff including assigning, directing, and reviewing the work of staff in the absence of the Fleet Supervisor during vacations or other absences.

**ESSENTIAL 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 the class.*

- Leads, instructs, assigns, and reviews work of other Technicians.
- Receives and processes requests for fleet repair and maintenance, coordinates repair requests with Senior Heavy Fleet Technician and fleet management; generates and completes fleet work orders, coordinates acquisition of repair parts, and maintains contact with user departments regarding ongoing repairs and maintenance of fleet vehicles.
- Confers with EMWD staff to determine maintenance needs and coordination; obtains technical information, estimates time, labor, equipment and materials

needs, prepares appropriate corrective or PM work orders.

- Using highly technical expertise, ascertains automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; conducting inspections; performing test drives; checking vehicle maintenance records; examining service schedules.
- In conjunction with fleet management, coordinates the set up and delivery of new vehicles and equipment.
- Schedules and coordinates with District staff and vendors regarding vehicle delivery and pickup during sublet fleet equipment repairs, vendor warranty repairs and recalls.
- Confers with EMWD staff to determine maintenance needs and coordination; obtains technical information, estimates time, labor, equipment and materials needs, prepares appropriate corrective or PM work orders.
- Records parts and materials received and work history along with other information to ensure a current and complete record of work and documentation.
- In conjunction with fleet management, develops preventative and predictive maintenance plans/requirements for equipment by researching the manufacturer's maintenance recommendations and making modifications suitable to District installation needs by field verification of special conditions; defines, compiles, and incorporates these maintenance activities in the fleet computer maintenance management system.
- Performs a variety of procurement related duties in the review, sourcing, ordering and receipt of goods and services related to fleet maintenance and repair; contacts vendors to obtain quotations on price, terms and delivery schedules; when necessary and/or desirable, researches and develops new, expanded or alternative sources of supply.
- Reviews and processes completed work orders for comments, variances, and completeness and accuracy; follows up as required with adjustments to maintenance practices or coordination with other District groups.
- Guides the issuance and distribution of materials, supplies and parts to fleet personnel; updates departmental inventory and non-inventory items by preparing purchase order requests; orders materials and supplies from the warehouse or vendor via open purchase orders; receives items for specialized orders.
- 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.
- Uses both RTA and MAXIMO to plan, schedule and complete work requests;

generates reports.

- Receives and responds to questions from internal and external customers.
- Diagnoses, maintains repairs and inspects a wide variety of heavy duty diesel, gasoline, propane and natural gas-powered heavy trucks, construction equipment and automobiles above and below 15,000 pounds; operates a variety of hand, power and shop tools.
- Diagnoses, repairs and adjusts steering mechanisms and other controls.
- Performs wheel alignments, either thrust angle compensated or four wheel alignment.
- Machines brake rotors and drums, using a brake lathe.
- Inspects, services, and repairs air and hydraulic vehicle braking systems.
- Services, maintains and repairs small engines, both 2 stroke and 4 cycle.
- Diagnoses and overhauls differential assemblies on automobiles, trucks, and other equipment.
- Road tests vehicles; drives truck or equipment as required; inspects vehicles in the shop and field.
- Diagnoses and repairs heating systems; replaces heater cores and control systems.
- Diagnoses, services, and repairs vehicle air conditioning systems; repairs R-12 and R-134A systems; retrofits R-12 systems to 134A.
- Diagnoses and repairs engine, transmission and anti-locking brake system electronic computer using scan tool and scope.
- Diagnoses and repairs all aspects of equipment and vehicles in the field, including emergencies and after-hours.
- Performs 90 day truck inspections per Federal Motor Safety Carrier regulations; ensures inspected vehicles comply with federal safety standards and requirements.
- Performs preventive maintenance work on construction equipment, heavy trucks, backhoes, automobiles, light trucks and other equipment.
- Diagnoses and repairs transmissions and transaxles.
- Reads and interprets manuals, drawings and specifications.

- Works with a personal computer to use Mitchell-On-Demand and vehicle manuals on DVD.
- Uses personal computer to load updates into hand held scanners; uses laptop computer to upload and download data in vehicles using diesel particulate traps.
- Diagnoses, repairs and maintains vehicle and equipment air brakes, hydraulic systems and associated power take-off equipment.
- Installs and repairs vehicle mounted equipment such as electric cranes, hoists, hydraulic lift equipment, welders, and compressors.
- Rewires trailers and equipment as required; locates and repairs short circuits; repairs and replaces electric dash gauges.
- Performs preventive maintenance and service work, including tune-ups, checking and replenishing fluid levels, and replacing hoses, belts, batteries, wiper blades, bulbs and lamps.
- Performs related duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Methods and procedures used in the repair and maintenance of vehicles, construction equipment, engines, and components; specialized knowledge of hydraulics, electronic control systems, and automotive diagnostic equipment; principles and methods of effective maintenance planning and scheduling; computer equipment and advanced uses of District databases, spreadsheets, and related software; a wide variety of water works materials, equipment, products, supplies and their related applications, practices and procedures of inventory management and control; District facilities; Purchasing Department policies; effective principles of sound business communication; and principles and practices of good interpersonal skills.

### **Ability to:**

Communicate effectively with fleet management, subordinates and representatives from other departments, vendors, and contractors orally and electronically; establish and maintain effective working relationships; plan, organize, inspect and evaluate preventative/repair maintenance needs; read and understand manuals, rough drawings and specifications; 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; develop and recommend work standards; prepare clear and concise records, reports, and other written materials; exercise independent judgment within established guidelines; interact with District

division supervisors, field personnel and others encountered in the course of the work; retrieve, analyze and organize data; prioritize and schedule work; diagnose and repair a wide variety of diesel and gasoline-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.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and; four years of journey level maintenance and repair of automobiles, heavy vehicles or construction equipment and/or service writing experience in a fleet environment, preferably including at least one year of experience coordinating and inspecting completed repair work.

### **Licenses; Certificates; Special Requirements:**

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.

Achieve and maintain forklift operators permit; lock out/tag out procedures, confined space entry, and HAZCOM areas. Fleet positions may require a California Emissions Inspector License and/or State lamp and brake licenses if mandated by regulation.

## **PHYSICAL AND MENTAL DEMANDS**

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

### **Physical Demands**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, walk, sit and talk or hear, and lift/move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze information and apply new skills; perform highly detailed work on multiple, concurrent tasks; work under deadlines with constant interruptions; and interact with District staff, other organizations and the public. The employee occasionally is required to deal with difficult individuals and be able to respond in a professional manner.

## **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.*

The employee occasionally works outside in a wide range of weather conditions, near moving mechanical parts, and on slippery and uneven surfaces. Employees may, at times, be required to work in environments that could have the potential to contain wet or humid conditions, vapors or particulates, hazardous chemicals, and the risk of electric shock. The noise level in the work environment is frequently loud.

**FLSA DETERMINATION:** Non-exempt

