

CITY OF SALEM
FLEET SERVICE COORDINATOR

00669

NATURE OF WORK

This is skilled customer service and technical work with an auto service customer to document and identify equipment concerns and communicate repair findings to customers.

The work involves identifying customer concerns, inspections, road test and trial operation of equipment for the purpose of identifying mechanical or safety conditions, writing work orders, ensuring customer needs are met, performing routine maintenance and repairs to vehicles, rotating in vehicles and equipment for preventative maintenance. The work involves considerable customer contact, effective listening of customer needs and concerns, performing skilled mechanical repairs and communicating customer needs on work orders to service technicians. Work is performed with considerable independence after work routines are learned. Work is conducted under the general supervision of the Fleet Services Supervisor.

The work is distinguished from the Fleet Service Technicians by the focus of the work on communicating customer needs and identifying vehicle operation concerns rather than primarily on repair of equipment.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Greets customers, listens to customer concerns about equipment operation, identifies equipment maintenance needs, inspects equipment for potential sources of malfunctions, prepares service order request. Researches equipment repair history. Determines placement of equipment needing repair, issues rental equipment as needed. When vehicle has been repaired, explains repairs made to client, answers any questions. If repair complaints occur, refers customer to proper source for resolution.

Performs minor vehicle repair such as replace light bulbs or lamps, changes flat tires. Performs any other minor repair using a basic set of tools which allows a vehicle to be repaired to operational readiness within 30 minutes of arrival. Repairs or assists mechanics in repair of shock absorbers, brakes, and transmissions, adjusts clutches, and balances and aligns wheels; repairs steering mechanisms and suspension systems; replaces brake linings and pads; repairs hydraulic cylinders; turn discs and drums and makes related repairs to brake systems. Tunes engines using testing equipment. Inspects, adjusts, and replaces parts including valves, pistons, main bearing assemblies, gear trains, couplings, hydraulic pumps, and cooling, fuel and exhaust systems; inspects and repairs electrical systems; repairs starters and generators. Reviews mechanical repairs to ensure customer concern is resolved and vehicle is at operational readiness.

Schedules preventive maintenance inspection on all equipment, contacts customers concerning preventative maintenance repairs. Prepares maintenance reports as needed. Inspects newly purchased equipment against bid specifications to ensure equipment complies with purchase order.

Coordinates delivery of equipment to be replaced and issues replacement equipment to customers.

Assists customers with fuel and propane station problems. Monitors parking and keys for all vehicles in shop for maintenance. Reports incidents of vandalism, pilferage, or equipment abuse. Prepares a variety of equipment related reports.

Coordinates outside repair of equipment.

Performs telephone, electronic mails and written customer satisfaction surveys and organizes feedback to Fleet Services Supervisor.

Performs other related work as required.

WORK QUALIFICATIONS

Experience dealing with customers concerning equipment service and repair and experience in skilled vehicle repair and maintenance; graduation from high school or automotive trade school; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Considerable knowledge of trouble shooting electrical, fuel, hydraulic, pumping or cooling system malfunctions on a wide variety of mechanical, diesel or electrical equipment.

Considerable skill in mechanical repair of a variety of vehicles and construction equipment and in the use of basic hand tools involved in minor vehicle repair.

Skill in the operation of a variety of vehicles and equipment safety.

Skill in diagnosing system malfunction in a variety of vehicles and equipment.

Skill in reviewing mechanical repairs to assure vehicle is at operational readiness and customer concerns have been resolved.

Considerable ability to establish and maintain cooperative, positive working relationships with clients.

Ability to communicate both orally and in writing.

Ability to plan and organize work for accomplishment.

Ability to prepare a variety of written reports, maintain preventive maintenance schedules and maintain a variety of records.

Possession of a valid Oregon Class A or the ability to obtain a valid Class A License within one month of appointment. Must be able to meet City driving standards.

Work is performed in an outdoor setting and around a automotive repair complex. Work is performed during a shift. Work involves standing on concrete surfaces the majority of the work shift, maneuvering one's body around vehicles to check operational condition. Work involves working with a variety of chemicals, fuels, and lubricants with safety precautions. Work involves working in conditions which involve dust, oils, grease, noise, and moving equipment. Work involves preparing a variety of documents and interacting with customers which may occasionally be upset.

Personnel Director