



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 421.8

Job Title: **FLEET TRAINING COORDINATOR**

Pay Grade: 24

### **GENERAL SUMMARY:**

The Fleet Training Coordinator oversees the provision of high level, technical skills training in the proper maintenance and repair of automotive vehicles and off-road equipment. The student audience will range from entry level, unskilled personnel to highly skilled and experienced automotive and heavy-equipment technicians. The Fleet Training Coordinator will also monitor the provision of employment (non-technical) training to department staff as required by the City of Houston.

### **RESPONSIBILITIES:**

- Prepares training policies for management approval. Administers approved policies. Performs research and confers with personnel and management to identify and assess department training needs relative to proper staffing, available skill levels, regulatory compliance, and issue resolution.
- Develops plans, procedures, programs, and well-defined curriculums to efficiently and effectively addresses department training needs. Develops training programs to facilitate a career path from the entry level, mechanic helper position to the top level, mechanic III position.
- Monitors work procedures and conducts root cause analysis to accurately identify cause of vehicle/equipment performance issues. Develops corrective action procedures and presents the procedures in the form of training and/or service bulletins to department technicians.
- Prepares and manages all technical information and training documentation provided to department technicians and supervisors (e.g., service bulletins, recalls, manuals, reference libraries, procedures, comprehension tests, multimedia visual aids and other educational materials).
- Provides training to department personnel in both classroom and garage "hands-on" settings. Prepares and performs presentations (oral, written, and graphical) of fleet related research, analysis, findings, and procedures. Oversees facilities, equipment and tools dedicated to the provision of training.
- Supervises associate trainers and administrative staff. Acts as supervisor to trainees.
- Oversees administration of training records for department employees. Ensures employees receive or are current in the training for required certificates/licenses. Manages employee certification programs such as Automotive Service Excellence (ASE) and Emergency Vehicle Technician (EVT).
- Evaluates and coordinates provision of training offered by vehicle/equipment manufacturers and dealers, community colleges, the public school system, and other agencies. Coordinates and administers service contracts, service agreements, etc. with outside agencies and vendors to whom department has outsourced education and training activities.
- Stays abreast of training developments in the automotive and heavy-equipment industries. Advises department management of industry trends and makes recommendations for procedural and program improvements.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree in Automotive Technology or certification/licensing in an automotive technology program of at least eighteen months (i.e., NIASE). Requires a valid Texas driver's license and

compliance with the City of Houston's policy on driving. Must achieve and maintain ASE Master Technician status within 18-months of employment.

**EXPERIENCE:**

Seven years equivalent automotive maintenance and repair experience are required. Technical automotive experience may be substituted for the above education requirement on a year-for-year basis.

**LICENSE:**

Requires a valid Class A or B Commercial Driver's License (CDL) within 90 days of employment. Ability to achieve and hold Criminal Justice Information Services (CJIS) access approval to City of Houston garages located at Houston Police Department facilities.

**COMPLEXITY:**

Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

**IMPACT OF ACTIONS:**

Errors in work could lead to major costs and problems and could significantly affect short-term results of the City. The incumbent receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

**SUPERVISION EXERCISED:**

**Direct Supervision:**

Supervises trainees and associate instructors (Mechanic III personnel temporarily assigned as instructors).

**Indirect Supervision:**

Administrative personnel acting on behalf of the training function.

**CONTACTS:**

**Internal Contacts:**

Level of internal contact is primarily instruction of department employees with routine contact at all levels of department management for program development. Interaction involves considerable instruction, explanation and persuasion leading to skills enhancement, decisions, agreement or rejection on complex issues; diplomacy is required; (e.g., knowledge transfer, problem-solving discussions, work-flow or to facilitate service).

**External Contacts:**

Level of external contact is frequent and involves routine information exchange and/or simple service activity that requires common courtesy, (e.g., product inquiries, and answering simple questions).

**PHYSICAL EFFORT:**

The position involves physical exertion, such as frequently accessing operating components of vehicles, lifting of heavy objects (up to 80 pounds) and assuming awkward positions for long periods of time.

**WORK ENVIRONMENT:**

Regular exposures to extreme levels of temperature, air pollution, noise pollution, chemical gases, and substances typical of automotive service garages. Occasional weekend and evening hours may be required.

**PHYSICAL SKILL:**

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**JOB FAMILY:**

Fleet Training Coordinator

Fleet Quality Assurance Coordinator

*Effective: January 2022*

*Revised: March 2022*