



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 547.1

Job Title: **AUTOMOTIVE SERVICE WRITER**

Pay Grade: 15

GENERAL SUMMARY:

To receive, monitor and expedite internal and external vehicle repairs to maintain a high volume of vehicle availability.

RESPONSIBILITIES:

- Greets vehicle operators and listens to problems or symptoms about equipment operation. Maintains communication with vehicle operators regarding vehicle status.
- Identifies equipment maintenance needs, researches vehicles' maintenance history, and prepares service order requests.
- Reviews Mitchell or related industry guidelines to identify job codes and prepares estimate of labor hours required for repairs. Enters repair ticket information and notes into computerized fleet maintenance system.
- Prioritizes, schedules and tracks repair work. Assigns service order requests to mechanics.
- Verifies mechanic supervisors have performed post-maintenance checks to ensure properly repaired vehicles.
- Upon repair completion, reviews and enters mechanics' labor time, closes work order, notifies customers of completion, explains repairs and answers any questions.
- Contacts vehicle coordinators regarding vehicle maintenance, status and availability.
- Coordinates outside repair, recall or warranty work for vehicles with various vendors and auto dealerships.
- Contacts customers and schedules preventative maintenance or inspections on vehicles.
- Coordinates with parts inventory personnel to ensure parts availability to minimize amount of time vehicles are in shop.
- Prepares, monitors and submits vehicle aging reports, vehicle counts, preventative maintenance reports, mechanic labor time information, and other reports as required.
- May provide training to auto shop personnel in the use of the computerized fleet maintenance system.
- May request wrecker services or minor repairs.
- Performs other duties and special projects as requested.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or GED.

SPECIFICATIONS (continued):

EXPERIENCE:

Two years of customer service experience are required, with at least six months in field of automotive repair.

A certificate in Automotive Technology, acquired through 18 months of education or training, may substitute for the experience requirement.

CERTIFICATE/LICENSE:

May require a valid Texas driver's license and compliance with the City of Houston's driving policy.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees. However, the service writer indirectly supervises the work activities of shop personnel by scheduling, assigning and coordinating work activity and prioritizing work orders with mechanic supervisors that are responsible for pre-maintenance and post-maintenance checks. The final work product is subject to the approval of the mechanic supervisor.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs, as well as professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is occasionally with lower-level service representatives and/or vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional light lifting of up to 20 pounds may be required.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as gasoline and motor oil.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within low tolerance demands.

JOB FAMILY:

Automotive Service Writer

Effective Date: August 2004

Revised Date: January 2018