



City of Irving Job Description

Service Writer

FLSA Status:	Non-Exempt	Job Department:	Fleet Services (Division)
Job Code:	21082	Reports To (Job Title):	Designated Foreman, Supervisor, or Manager

PURPOSE

Under general supervision, the Service Writer processes incoming requests for repair or maintenance work and generates/maintains work orders using the computerized work order system.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Receive requests for repair and/or maintenance work on vehicles and generate work orders.
- Advise appropriate Section Chief of incoming work.
- Update status of work orders at the end of the day.
- Verify technician time and compare to labor guides; adjust per guidance established by Section Chiefs.
- Assist with planning and coordinating Tire Auction.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- None Reported.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School or GED

EXPERIENCE

- Minimum of three (3) years of experience in automotive repair.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, is required.

KNOWLEDGE OF

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

May have occasional contact with outside vendors; most contacts are with internal customers.

EQUIPMENT AND PROPERTY

May drive a city vehicle on an as needed basis.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, talk, and/or walk. Frequently, s/he is required to drive a vehicle, sit, and/or stand. S/he occasionally is required to balance and/or carry. Rarely, s/he is required to climb, crawl, and/or lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to a confining workspace, dirty environment, extreme temperatures or weather conditions, air contamination, high and precarious work places, moving mechanical parts, noise, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.