



Code: 7136
Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: River, Harbor and Transportation
Series: Automotive Transportation

CLASS TITLE: SERVICE WRITER

CHARACTERISTICS OF THE CLASS

Under supervision, assigned to a city garage facility, visually inspects vehicles and communicates with customers on vehicle service needs to identify and record malfunctions, needed repairs and other problems; prepares work orders to initiate vehicle service and repairs, and performs related duties as required

ESSENTIAL DUTIES

- Confers with and questions vehicle operators to conduct an initial assessment and determine the nature of a vehicle's mechanical and operational problems and service needs
- Visually inspects vehicles to document any external physical damage and missing parts and equipment
- Prepares manual and computerized work orders documenting vehicle damage, detailing problems, and describing service needs for use by automotive mechanics in making diagnostic analyses
- Completes manual and computerized forms to track the delivery of vehicles to trades personnel or to vendors for needed repairs and service and to monitor the status of repairs and estimated completion date
- Closes out work orders upon completion of repairs, noting repairs made and entering data from work orders onto the Vehicle Management System (VMS) to update computerized vehicle records
- Notifies vehicle operators when vehicles are ready for pick-up
- Verifies with automotive technicians that vehicles have been serviced for scheduled preventive maintenance and inspected by appropriate supervisors
- Completes and updates computerized records for the Preventive Maintenance Program (PMP)
- Prepares daily work reports providing management with a status of all vehicles in the garage facility including vehicles to be serviced, status of work required per work order and completed and closed out work orders

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of vehicle maintenance and repair experience as an automotive mechanic OR one year of work experience as a service writer / service advisor in an auto dealership or in a vehicle repair and maintenance service center

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- Vehicle repair garage facility and exposure to outdoor weather conditions
- General office environment
- Exposure to loud noise, fumes or dust, oily or wet environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Communication equipment (e.g., two-way radio, dispatch equipment)

PHYSICAL REQUIREMENTS

- Ability to stand for extended periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- good customer service techniques and practices
- automotive components, systems and parts and their proper operation
- applicable computer software packages and applications (e.g., Vehicle Management System)

Some knowledge of:

- basic personal computer operations
- equipment and materials specific to vehicle maintenance and operation
- applicable safety and code standards specific to motor vehicles
- repair, maintenance, and preventative maintenance methods, practices, and procedures applicable to motor vehicles

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

September, 2010