



Code: 7172

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

CLASS TITLE: MANAGER OF VEHICLE ADJUSTMENTS

CHARACTERISTICS OF THE CLASS

Under direction, coordinates and manages the in-house and external repairs of damaged city vehicles (i.e., automotive, trucking and heavy duty off-road equipment), and performs related duties as required

ESSENTIAL DUTIES

- Supervises and reviews the work of staff responsible for inspecting city vehicles involved in accidents to assess damage and prepare cost estimates for repair work
- Prepares and reviews written repair estimates to ensure accurate itemization of costs including body work, mechanical and electrical repairs, new and replacement parts and labor
- Assigns and monitors repairs sent to department shops and outside vendors to ensure the timeliness of designated repairs and that work is completed according to work order specifications
- Conducts market value research of vehicles and related parts and evaluates work orders of scheduled repairs to recommend the retirement or retention of city vehicles
- Serves as liaison with the Department of Procurement Services in coordinating the preparation of salvaged vehicles and equipment for the city's on-line auction process
- Updates and maintains departmental database to record information pertinent to retired and active inventory of the city's fleet
- Oversees the work of accounts payable staff engaged in processing purchase orders and forwarding payment documentation to vendors
- Gathers and forwards information (i.e., police reports, photographs, repair estimates) to city departments involved in cost recovery efforts
- Records and monitors manufacturer recalls and warranties ensuring that designated vehicles, equipment and component parts are repaired and maintained according to industry standards and established timetables
- Provides expert testimony at hearings relative to repair costs of damaged vehicles
- Oversees the preparation of and completes staff performance appraisals and initiates and administers corrective or disciplinary actions, as required
- Prepares and generates cost, administrative and work activity reports

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

- Four years of vehicle accident adjustment or automotive repair and maintenance work experience of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois Driver's License

WORKING CONDITIONS

- General office environment
- Automotive garage facility
- 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, scanner)
- Applicable safety equipment and protective gear

PHYSICAL REQUIREMENTS

- Ability to stand for extended periods of time
- Ability to operate a personal computer

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- methods, and procedures applicable to preparing cost estimates for vehicle repairs
- *automotive repair and maintenance methods, practices and procedures

Moderate knowledge of:

- *supervisory principles, methods, practices and procedures
- *Microsoft Excel database software and automotive collision estimating programs
- *preparation of administrative and work activity reports

Some knowledge of:

- *automotive mechanical and electronic systems
- *auto body repair and painting

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

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, taking 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
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action

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
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

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
October, 2013