

# **SERVICE WRITER**

## **JOB PURPOSE AND SUMMARY**

This is technical work involving the computerized logging and scheduling of service to County owned vehicles and equipment, and those owned by other agencies that contract with Clark County. The position works closely with Supply Officers, Mechanics and the Equipment Repair Supervisor to ensure timely and efficient scheduling and completion of repair work and preventive maintenance.

## **CLASSIFICATION DISTINCTIONS**

This is a single position class within the Equipment Services Division that performs limited mechanical or manual labor functions, and is not part of a natural succession of related classes. This position is non-supervisory, however the incumbent does have some responsibility for assigning work, training employees, and correcting and/or guiding performance. The Service Writer reports directly to the Equipment Repair Supervisor and assist the Fleet Supervisor in the assignment of vehicles to user departments.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

Duties may include, but are not limited to, the following:

- Generates repair orders; enters and tracks service work using a computer and service tracking/logging software.
- Assists in scheduling service work on weekly calendar for day and swing shifts.
- Sorts service orders daily to determine work completed or not completed; ensures accuracy and correctness of entries on service order hard copy and on computer.
- Analyzes service orders to ensure sequences are open or closed as appropriate; checks for accuracy of sequences, premature closures, vehicle transfers and added sequences (additional work needed as discovered by Mechanic during scheduled service).
- Logs and computes Mechanic's time for service orders; posts recorded time allocations to mainframe in Auditor's Office; runs Quiz reports to ensure Mechanic's time is completely logged.
- Generates reports as requested by management, user departments, other agencies.

- Tracks service orders: distributes incomplete service orders to "Parts Ordered" file; receives parts slips for arriving orders; schedules work for completion.
- Closes service orders: reviews completed orders; collects "Parts" copies.
- Clears monthly overhead accounts for vacation, sick leave, training, tool repair, etc.; opens new accounts.
- Takes care of the motor pool vehicles.
- Closes monthly non-vehicle and other agency accounts (x and y accounts) and initiates billings on reimbursable accounts.
- Receives unscheduled requests for service.
- May contact user departments concerning status of vehicles and equipment.
- Collects previous day's repair orders from in-basket; may distribute work to mechanic's repair order slots.
- Files hard copies of repair orders numerically; maintains repair order filing system.
- Initiates and monitors vehicle assignment changes (adds, deletes, changes etc.)
- Acts as Equipment Maintenance Supervisor in the event of his/her absence.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Demonstrated proficiency in reading, writing, and math or High School Diploma or GED with two years of experience as a journey level Mechanic, including the repair and maintenance of gasoline and diesel vehicles and heavy equipment. Experience with personal computers performing data entry and 10-key entry is required.

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

**Knowledge of...**computer keyboard and its functions; general mathematics; repair of vehicles and heavy equipment including parts, tools and labor requirements; public sector purchasing and ER&R functions; and 10-key operation.

**Ability to...**understand computer software systems and concepts; work independently with little supervision; sit at a CRT for long periods of time; and establish and maintain effective working relationships with staff, supervisors and other agencies; and provide courteous, responsive customer service to shop clients.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

Approximately fifty percent of the individual's time will be spent on the floor working with mechanics and parts personnel. The balance of the time is spent performing data coding, entering, processing, and retrieving information using a computer. Sitting, standing, or walking for extended periods of time is likely in the job classification. Some limited mechanical tasks may be required.

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