



HANOVER COUNTY GOVERNMENT POSITION DESCRIPTION

Automotive Services Coordinator
(17075)

Department of Human Resources
PO Box 470
Hanover, VA 23069
Telephone (804) 365-6075
Facsimile (804) 365-6334

Department of Fleet Services
(19)

Revision Date: January 2008

General Description: This is a skilled, technical position. The incumbent performs routine tasks, serving as the main customer service contact for the Department of Fleet Services.

Organization: The Automotive Services Coordinator reports to the Assistant Director of Fleet Services and supervises no staff.

Essential Functions:

- Operates Fleet Services Customer Service Counter.
- Opens or closes the fleet facility for business each day.
- Greets customers for both vehicle and radio maintenance.
- Receives customer phone calls and makes appointments for service, considering customer needs.
- Assists the Assistant Director in preparing work schedules.
- Records and resolves customer problems and complaints and/or notifies appropriate Fleet Services staff.
- Opens work orders using the computerized fleet management system and routes to appropriate service section.
- Reviews work orders each day for correct repair codes, time and parts issued and closes them.
- Advises customer of vehicle problems and notifies customers when vehicles and/or radios are ready for pick up.
- Maintains vehicle service files.
- Prepares various reports as needed.
- Performs related work as assigned.

Working Conditions:

- A. Hazard
- Chemicals – May be exposed to petroleum products, cleaning solvents, and fumes
 - Conditions – Work area may have noise and vibrations.
- B. Environment
- Office – Primarily inside, but may have outside responsibilities and exposure to adverse weather
 - Field – May test drive or move vehicles
- C. Physical Effort
- Minimal
- D. Non-Exempt

Knowledge, Skills and Abilities: Requires thorough knowledge of the automotive service and repair trade. Requires comprehensive knowledge of the operations and systems characteristics of automobiles and light trucks. Requires the ability to plan and organize the work of skilled mechanics and semi-skilled service workers. Must have good organizational and communications skills. Must have basic computer skills and be able to use a computer keyboard and mouse.

Education, Experience and Training: High school diploma or equivalent required with a minimum of five (5) years' related experience – **OR** – Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprints
- Valid Commonwealth of Virginia Driver's License
- Must wear uniform provided by employer, including approved safety equipment
- Twelve-month probationary period