Job Title: Service Advisor

Department: Municipal Services Division

Immediate Supervisor: Fleet Management Superintendent

Origination Date:	**10/11/2006**
Revision Date:	**02/27/2012**
Job Grade	**805**
FLSA Status	**Non-exempt**

BRIEF DESCRIPTION OF THE JOB:

Conducts research, analyzes data, and prepares statistics regarding needs by department, equipment and vehicle costing, vehicle replacement, etc. Oversees major manufactures' warranty claims for reimbursement of vehicle warranty repairs when completed in house. Performs input and retrieval of fleet maintenance work orders, coordinates with other departments on equipment/vehicle repairs and assists in the planning, assignment and coordination of vehicle service work. Questions drivers and operators about maintenance and mechanical problems involving their vehicles and equipment. Creates and updates records and maintains files relating to vehicle maintenance, including preventative maintenance and state emissions test information. Performs various clerical and administrative duties including but not limited to preparing reports, creating electronic forms and documents, answering telephone calls, making appointments, ordering supplies, maintaining files, making copies, creating, typing, proofreading letters and reports and assisting with purchasing and inventory.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Conducts research and prepares statistics regarding needs by department by analyzing data gathered from the fleet management division records. Performs research in the areas of equipment and vehicle costing, vehicle replacement schedules, performance benchmarking, and staff requirements. Conducts cost studies of current operating procedures and prepares reports and graphs depicting results of these analyses. Collects costing data for replacement vehicle in-servicing to assist with the vehicle replacement budget spreadsheets yearly. Designs and implements custom reports. Updates and/or modifies standard or custom reports. Conducts reporting within the EMD database to provide requested equipment and vehicle costing or usage data for departmental requests. Researches vehicle and equipment options in preparation of creating bid specifications. Assists in the preparation of detail bidding specifications for procurement of new and replacement vehicles and equipment going out to IFB.
2	L	Maintains records of work performed, parts used and time worked. Manages records by analyzing and filing vehicle and maintenance records, updating files and maintaining the division's records retention schedule. Requisitions supplies and parts as needed. Keeps a variety of logs concerning vehicles, including mileage, fuel and oil purchases and billing. Understands and maintains proficiency in Fleet assistance software.

	Physical Strength Code	ESSENTIAL FUNCTIONS
3	S	Oversees major manufactures' warranty claims for reimbursement of vehicle warranty repairs when completed in house including knowledge of major manufactures' warranty coverage and global warranty systems, familiarization in manufactures' submittal descriptions codes, reconciliation of warranty reimbursement to correct department accounts in fleet management software, and shipping of warranty failed component when requested to be returned to the manufacturer.
4	S	Assists in the planning, assignment and coordination of vehicle service work. Coordinates dispatching with shop foreman of all requests for break down road maintenance and tire service. Coordinates and schedules Arizona State emission testing and maintains results. Works with the MVD for new equipment licensing and title requests. Schedules preventative maintenance repair and warranty work based on time, mileage, manufacturer's recommendations, oil analysis and history of the vehicle. Interacts with departments and divisions regarding vehicle status.
5	L	Performs various administrative duties. Manages the electronic purchasing and inventory software and coordinates transactions with purchasing department. Processes invoices in H.T.E. software for payment processing.
6	H	Manages parts room. Keeps inventory of parts on hand. Orders parts as needed and stocks parts when they are delivered.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education/ Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Minimum two years experience in a related field.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read staff communications, mail, reports, memorandums, letters and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write general correspondence, memorandums, reports and letters.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy/Decision Making	Moderate - The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed before finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
Interpersonal/Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☐ Making presentations ☒ Observing work site ☒ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☒ O ☐ F ☐ C	☒ To other departments/offices ☒ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Paperwork ☒ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ File drawers ☒ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☐ Stairs ☐ Ladders ☐ Step stools ☒ Onto equipment
Vision	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Reading ☒ Computer screen ☒ Driving ☒ Observing work site
Foot Controls	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☐ On ladders ☒ On equipment ☐ On step stools
Bending	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public ☒ Listening to equipment
Twisting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ From computer to telephone ☒ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Copy machine, fax machine, telephone, vehicle, digital camera.

Computer Equipment and Software:

Computer, CCG Faster, H.T.E., Microsoft Office Suite, Internet, Lotus Notes, Printer, Scanner.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☐	☐	☐	☐	☒
Wetness and/or humidity (bodily discomfort from moisture)	☐	☐	☐	☐	☒
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☐	☐	☐	☒	☐
Noise and vibration (sufficient to cause hearing loss)	☐	☐	☒	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☐	☐	☐	☒	☐
Chemical hazards	☐	☒	☐	☐	☐
Electrical hazards	☐	☒	☐	☐	☐
Fire hazards	☐	☒	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☒	☐	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☐ Office Environment
☐ Warehouse
☒ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

_____

Protective Equipment Required:

Occasional hearing protection

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☒ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☒	☐	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☐	☐	☒	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☒	☐	☐	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture
Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible

- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.