

## **FLEET SERVICE WRITER**

### **PURPOSE AND NATURE OF WORK**

This work involves the first contact with fleet equipment arriving at the Vehicle Maintenance Shop for repairs. The incumbent records the vehicle problem as related by the driver; indicates the location and apparent severity of the damage or malfunction; questions the driver; and personally observes for other areas of improper functioning of the vehicle that were not reported. The documentation of vehicle malfunctioning or damage as it arrives at Vehicle Maintenance is the main function of this position. This information is used for later review of the maintenance history of each vehicle in determining maintenance cost and for making recommendations on replacement by the Fleet Superintendent. Work is performed under the general supervision of the Fleet Mechanic Supervisor.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All duties performed by any single incumbent may not be listed, nor does any incumbent perform all of these examples.)

Makes written records of each vehicle arriving at the vehicle maintenance shop and indicates the location and severity of repairs or malfunctions; personally observes the equipment for recommendation of other repairs needed. Writes repair orders for dispatcher to schedule remedial action. May occasionally relieve the Fleet Maintenance Dispatcher. Drives cars and other vehicles within the yard to designated location and to local dealerships as required. Assists dispatcher by helping with the answering of telephone and two-way radio as schedule permits. Assists with maintaining preventive maintenance inspection records.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES AND SKILLS**

Some knowledge of mechanical functions of fleet equipment.

Knowledge of fleet service writing practices and principles.

Ability to analyze oral instructions and descriptions of repairs needed and reduce same to accurate and well defined written reports.

Ability to establish and maintain effective relationships with superiors, fellow employees, and the general public.

Ability to perform simple related clerical work as required.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduation from high school and some experience as a Fleet Service Writer; or any equivalent combination of training and experience.

### **NECESSARY SPECIAL QUALIFICATIONS**

Possession of a valid Louisiana Driver's License upon appointment to the position.