

# County of Henrico Job Classification

## Fleet Service and Repair Technician IV



### General Summary of Classification:

Troubleshoots, diagnoses, and performs all aspects of minor and major repairs, and performs routine, preventive and complex maintenance on County vehicles and equipment at the Master Technician level; performs annual safety inspections of vehicles and equipment; creates, updates, and completes paper and electronic records and forms; assists with training other technicians; assists other technicians with troubleshooting & diagnostics; may serve as Lead Technician as needed; performs other duties as assigned.

### Examples of Primary Tasks, Duties and Responsibilities (TDR):

This is the highest level in an approved career development plan. Proficiently performs the duties assigned to level I, II and III plus:

- Accurately assesses vehicles with chronic operating and repair issues, performs complex troubleshooting and diagnostics, assists other technicians with complex troubleshooting and diagnostics, accurately identifies how to resolve chronic issues, completes the necessary repairs and/or provides guidance to other technicians completing complex repairs.
- Performs all types of preventive maintenance, routine and complex services, minor and major repairs, works accurately and efficiently, road tests vehicles after completing service/repairs, accurately documents all time, parts, supplies, materials and work performed on completed work orders and on all other related paperwork and forms.
- Completes annual Vehicle Safety Inspections in strict accordance with VA Motor Vehicle Safety Inspection regulations.
- Provides on-the-job training, guidance and assistance to other technicians, serves as Lead Technician as needed.
- Maintains CDL, Inspection licenses and all ASE certifications specified in the designated CDP track.
- Utilizes required personal protection equipment (PPE) and other required safety equipment and measures at all times.
- Performs other duties as assigned.

### Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Expert/Master Technician level knowledge of the safe of operation, maintenance and repair of County vehicles & equipment; excellent analytical, diagnostic & inspection skills; extensive working knowledge of vehicle & equipment systems and of the safe use & care of hand, power and pneumatic tools, diagnostic equipment, safety equipment, meters, gauges and other tools, machines & equipment used in the mechanic trade; excellent organization skills and attention to details; reads, accurately interprets and adheres to complex oral and written instructions, including applicable EPA

and hazardous waste regulations; sound math skills; reliable work ethic; sound training skills; maintains an organized, clean and safe work area.

- **Technical:** Sound computer skills with the ability to use a computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Primarily interacts with CAM supervisor and staff, may interact with internal customers; consistently demonstrates good oral and written communication skills; establishes and maintains positive working relationships; consistently demonstrates personal accountability, practices good teamwork and collaborates effectively.
- **Decision-making and Authority:** Adheres to CAM and manufacturer established guidelines, policies and procedures when performing duties and making decisions; exercises independent judgment and makes sound decisions related to assigned duties; assists other technicians with troubleshooting, diagnostics and problem resolution; receives general oral instructions and work orders; accurately prepares and completes assigned duties and work orders, including all related paper and electronic records.
- **Leadership:** Non-supervisory. Trains and provides guidance and assistance to other technicians; may serve as Lead Technician.
- **Environment:** Work is performed in indoor and outdoor locations, frequently noisy environments, adverse temperatures and/or weather conditions, and may include roadside traffic; requires the consistent use of PPE and safety equipment. May require working an alternate shift, after hours or on-call and assisting with inclement weather cleanup.
- **Physical:** Visual and hearing acuity sufficient to safely operate County vehicles and equipment, read work orders, follow instructions, troubleshoot, diagnose, and recognize safety hazards to ensure the safety of self and other. Physical condition and manual dexterity sufficient to safely perform heavy (up to 50 pounds or more) lifting and carrying, apply sufficient torque and pressure to remove and install parts, and to walk, stand, bend, kneel, squat, reach, stoop, roll or slide under vehicles for extended periods of time, perform all other assigned job duties and to drive safely; routinely works in a noisy work environment and in adverse, including extreme, temperatures and weather conditions.

### **Minimum Education and Experience:**

- **Education:** High School Diploma/GED, completion of vocational program in Automotive Technology, relevant 2-year degree preferred.
- **Experience:** Five (5) years of relevant work experience, including four (4) years performing level I, II and III duties.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

### **Other Requirements (License, Certifications, Training, etc.):**

- Valid Virginia Commercial Driver's License (CDL); may be a CDL with a "K" (intrastate) restriction prior to age 21.
- Valid Virginia Class A Safety Inspector License pursuant to VA Code 19VAC30-70-9;
- Forklift Operator, EPA 609 Refrigerant Recovery Certification, and other training and certifications specified in the current CDP.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

Job Code: G.G.K.0040

Date of Last Revision: 03-Dec-2023

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.