

# County of Henrico Job Classification

## Fleet Service and Repair Lead Technician



### General Summary of Classification:

Serves as the senior technical resource and working lead for Fleet Service and Repair operations; performs advanced troubleshooting, diagnostics, and complex repairs on County vehicles and equipment; oversees workflow for assigned technicians, provides technical guidance and on-the-job training, ensures compliance with safety and quality standards, and assists with documentation and inventory control; performs other duties as assigned.

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

- Performs advanced troubleshooting and diagnostics on chronic or complex vehicle and equipment issues; identifies root causes and implements effective repair solutions.
- Executes all types of preventive maintenance, routine and complex services, minor and major repairs; road tests vehicles after service or repair to verify performance and safety.
- Reviews and ensures accurate documentation of time, parts, supplies, and work performed on work orders and related records; assists technicians with proper recordkeeping.
- Provides technical guidance and on-the-job training to technicians; serves as the primary resource for resolving complex repair issues; may assign tasks and monitor progress to maintain workflow efficiency.
- Ensures compliance with Virginia Motor Vehicle Safety Inspection regulations; completes annual safety inspections as required.
- Maintains required licenses and certifications; ensures adherence to County and manufacturer guidelines, policies, and procedures.
- Monitors shop safety practices; enforces use of required PPE and adherence to safety protocols; participates in safety inspections and corrective actions.
- Assists with inventory control including parts ordering, receipt, and distribution; verifies availability of required materials for scheduled repairs.
- Utilizes diagnostic equipment, tools, and technology to perform and verify repairs; maintains an organized, clean, and safe work area.
- Responds to questions from internal customers regarding repairs and services; provides professional and timely resolutions.
- Performs other duties as assigned.

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

- **Occupation-specific:** Advanced knowledge of safe operation, maintenance, and repair of County vehicles and equipment; strong analytical, diagnostic, and inspection skills; ability to use and maintain hand, power, pneumatic tools, diagnostic equipment, meters, gauges, and safety equipment; ability to interpret complex oral and written instructions,

including EPA and hazardous waste regulations; strong organizational skills and attention to detail.

- **Technical:** Proficient computer skills to use typical business software, proprietary systems, and applications for work orders, inventory, and reporting; ability to utilize diagnostic technology and wireless peripherals effectively.
- **Interpersonal, Communication and Customer Service:** Ability to communicate clearly and concisely, orally and in writing; ability to establish and maintain positive working relationships; ability to provide clear instructions and training to technicians and interact professionally with internal customers.
- **Decision-making and Authority:** Exercises independent judgment in troubleshooting and repair decisions; prioritizes tasks and assists with workflow coordination; resolves technical issues appropriately within established guidelines.
- **Leadership:** Working lead; provides technical guidance, training, and assistance to technicians; monitors workflow and quality; fosters teamwork and accountability.
- **Environment:** Works indoors and outdoors in shop and field locations, including noisy environments and adverse temperatures and weather conditions; may work alternate shifts, after hours, or on-call and assist with emergency responses.
- **Physical:** Visual and hearing acuity sufficient to safely operate and inspect vehicles and equipment; physical ability for heavy lifting and carrying (50 pounds or more), applying torque and pressure to remove/install parts, and performing tasks requiring walking, standing, bending, kneeling, squatting, reaching, stooping, and working under vehicles for extended periods.

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

- **Education:** High school diploma or GED; completion of a vocational program in Automotive Technology or relevant two-year degree preferred.
- **Experience:** Six (6) years of relevant automotive/heavy equipment repair experience, including advanced diagnostic and repair responsibilities; prior experience providing technical guidance or serving as a lead preferred.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

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

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.
- 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 certification and EPA 609 Refrigerant Recovery Certification may be required.

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.