

County of Henrico Job Classification

Fleet Service and Repair Technician I



General Summary of Classification:

Performs routine tasks servicing, repairing, and maintaining County vehicles and equipment to help keep County vehicles and equipment in safe operating condition; performs annual safety inspections of vehicles and equipment; creates, updates and completes paper and electronic records and forms; assists technicians as assigned; performs other duties as assigned.

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

This is the first level in an approved career development plan (CDP).

- Accurately assesses each work order request and vehicle's condition, includes accurate troubleshooting and diagnoses, accurately identifies and requests parts/supplies needed, saves and returns tags and parts for warranty parts/work.
- Performs work accurately and efficiently, recognizes potential issues such as the need to proactively repair or replace work parts ahead of schedule or breakdown, 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.
- Collaborates with supervisor and pursues an Automotive Service Excellence (ASE) training and certification track based on CAM's operational need with consideration given to technician's strengths and interests (Automotive and Light Truck; School Bus; Medium and Heavy Trucks or Fire Apparatus), earns ASE certifications in the predetermined track as specified in the CDP (A1, A2, A3; or S1, S2 and S3; or T1, T2 and T3; or F1 and F2)
- Successfully completes all mandatory CAM Division training, and maintains CDL and Inspection licenses.
- 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:** Strong mechanical aptitude; sound working knowledge of the safe use & care of hand, power and pneumatic tools, diagnostic equipment, cleaning supplies, safety equipment, meters, gauges and other tools, machines and equipment used in the mechanic trade; sound working knowledge of the safe of operation, routine, preventive and scheduled maintenance and repair of vehicles and equipment; sound analytical, diagnostic and inspection skills; excellent organization skills & attention to details; reads, accurately interprets & adheres to complex oral & written instructions,

including applicable EPA and hazardous waste regulations; basic math skills to make simple measurements & calculations; requires a sound work ethic and maintaining an organized, clean and safe work area; participates in training necessary to achieve ASE certifications specified in the CDP.

- **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; 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 some independent judgment and makes sound decisions related to assigned duties; collaborates with supervisor to resolve problems; 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. Works safely and efficiently with general supervision.
- **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:** Graduation from high school, completion of a vocational program in Automotive Technology or a related field.
- **Experience:** Two (2) years of relevant work experience, may include internships and apprenticeships.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

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

- Valid driver's license.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

Job Code: G.H.L.0020

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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.