

County of Henrico Job Classification

Fleet Service and Repair Technician II



General Summary of Classification:

Troubleshoots, diagnoses, and performs minor and less complex major repairs for County vehicles and equipment; performs preventive maintenance, routine and less complex service and maintenance on County vehicles and equipment to ensure their safe operating condition; performs annual safety inspections of vehicles and equipment; creates, updates, and completes paper and electronic records and forms; assists other technicians and with roadside service as needed; performs other duties as assigned.

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

This is the second level in an approved career development plan. Proficiently performs the duties assigned to level I plus:

- Maintains the ASE certifications required in level I, pursues the training necessary to achieve additional ASE certifications, earns ASE certifications in the predetermined track as specified in the CDP (A4, A5, A6, L1; or S4, S5, S6; or T4, T5, T6; E1 or F3 and F4).
- Accurately assesses each work order request and vehicle's condition, accurately troubleshoots and diagnoses reported issues, accurately identifies and requests parts/supplies needed, saves and returns tags and parts for warranty parts/work.
- Performs preventive maintenance, routine and less complex services, minor and less complex major repairs work 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.
- Creates and maintains accurate detailed records, documentation and other information in various databases and systems.
- Successfully completes all mandatory CAM Division training, maintains CDL and Inspection licenses and ASE certifications.
- 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:** Thorough working knowledge of the safe operation, preventive, scheduled and routine maintenance and repair of County vehicles and equipment; sound analytical, diagnostic and inspection skills; thorough working knowledge of vehicle and equipment systems and of the safe use and 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; requires a reliable work ethic and maintaining 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; 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; 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 minimal 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:** Three (3) years of relevant work experience, including two (2) years performing level I 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.H.L.0021

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.