City of Bellingham
Classification Specification

CLASS TITLE	**Fleet Services Specialist**
DEPARTMENT	**Public Works - Operations**
UNION:	**1937**
SG:	**110**
CS:	**Y**
FLSA:	**Y**
EE04/SOC CODE:	**SM/43-5061**

NATURE OF WORK:

Serves as the fleet services primary customer contact for scheduling maintenance and repair work on vehicles and equipment. Prepares and maintains vehicle and equipment records regarding maintenance, repairs, inspections, as well as records pertaining to purchasing and inventory control. Recommends customer service plans and repairs; continues customer service ties with designated customer departments and outside agencies. Coordinates outside work with vendor for equipment repairs. Works in conjunction with Fleet Manager, Mechanic V and department staff to maintain efficient shop workflow.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Fleet Mechanic series by its responsibilities for customer service contact and the preparation and maintenance of repair and maintenance records for all vehicles and equipment. Requires sufficient technical knowledge and independent judgment to schedule and coordinate the maintenance and repair work. Responsibilities include providing excellent customer service and communication, being proactive in identifying fleet issues and recommending solutions, scheduling maintenance control, coordinating workload management and ensuring asset management documentation is completed.

SUPERVISORY RELATIONSHIPS:

Reports to the Fleet Manager. Works independently under general supervision and the guidance of City and departmental policies and procedures. Provides work orders to Fleet Mechanics to ensure shop workflow.

ESSENTIAL FUNCTIONS:

1. Schedules vehicle and equipment repair work. Creates work orders and assigns to mechanics; coordinates parts orders and deliveries; and tracks work in progress.

2. Coordinates outside work with vendors, mechanics and customers.

3. Monitors Fleet Shop workflow to ensure maintenance and repairs are completed on schedule and notifies customers of delays, as needed.

4. Responsible for timely availability of parts to complete repairs. Monitors bulk supplies to ensure adequate supplies are available such as fasteners, oil and antifreeze.

5. Monitors and tracks warranty repair program. Ensures repairs are performed in accordance with the warranty and that the City is properly compensated.

6. Prepares vehicle preventative maintenance schedule. Contacts departments to schedule preventative maintenance appointments.

7. Arranges and coordinates outside vendor repairs for vehicles and equipment.

8. Maintains vehicle records and performs clerical duties, such as filing vehicle repair records and data entry into maintenance management system. Logging vehicle repair time to work orders.

9. Coordinates and organizes the City's motor pool and vehicle rental program.

10. Monitors and reviews all entries into asset management software to ensure that timely and accurate information is gathered for each maintenance activity performed by the fleet mechanics.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level.

KNOWLEDGE AND SKILLS:

Knowledge of:
- MS Office Suite including Word, Excel, e-mail and other software systems.
- Preventative maintenance scheduling and record keeping.
- Thorough knowledge and understanding of automotive and heavy equipment systems and parts.
- Safety rules and regulations.
- Thorough knowledge of vehicle and equipment maintenance including the repair and maintenance of gasoline and diesel vehicles and heavy equipment.
- Requirements for personal protective equipment and OSHA standards.

Skill in:
- Interpersonal sensitivity for working with a variety of City employees and customers.
- Effective problem solving.
- Excellent customer service and communication skills.
- Organization and attention to detail in daily work scheduling and record keeping.

Ability to:
- Establish and maintain effective working relationships with diverse people including the public, vendors, contractors, other department staff and fellow workers.
- Perform mathematical calculations such as: addition, subtraction, multiplication, and division.

- Perform computer data entry and software operations and work effectively with multiple software applications such as: fleet maintenance systems, e-mail, word processing, or spreadsheets in a multi-task environment with frequent interruptions.
- Give, understand, and carry out oral and written directions and to record and maintain accurate, legible records, including maintenance and repair records.
- Keep current on maintenance and repair knowledge of vehicles and equipment standards and procedures.
- Write clear and understandable descriptions of vehicle repairs.
- Ability and willingness to apply safe working procedures.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the position, including:
  - Ability to lift and handle moderately heavy components and equipment weighing up to 50 pounds;
  - Ability to squat, twist, bend, stoop, reach, and stand for long periods of time;
  - Correctible visual acuity, hearing and manual dexterity sufficient to operate a motor vehicle.

WORKING ENVIRONMENT:

Work is performed in a variety of environmental conditions, indoors at a computer station or at the Fleet Service Facility, and outdoors. Adverse conditions include sustained elevated noise, exposure to extreme weather conditions and potential exposure to hazardous chemicals and noxious odors/fumes associated with vehicle and machinery maintenance. May work weekends, holidays, or emergency shifts. Must be willing to respond to emergency call-outs.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of experience scheduling and tracking maintenance of vehicles or large equipment in a shop, municipal or similar setting.
- One year of experience performing repairs, servicing and maintenance of automobiles, trucks, or equipment.
- Proficiency with computerized systems including fleet maintenance software for work orders, maintenance records, parts and supply ordering and inventory; as well as Microsoft products including spreadsheet and word processing.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions and local background check.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire, with periodic submission of driving abstract per City policy.
- Ability to secure a Commercial Driver's License within six months of hire and to maintain a valid CDL during length of employment.
- Must pass CDL related drug and alcohol testing throughout term of employment.

- Adaptability and flexibility to accept schedule changes as necessary, including emergency call outs.

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COMMISSION ADOPTION: 6/9/2021