

FLEET CUSTOMER SERVICE ADVISOR

Position Code: 1412

WC Code: 8380

FLSA Status: Non-Exempt

Pay Grade: 350

Location: Public Services

Approval Date: 2022

General Statement of Duties

The Service Advisor is responsible for supporting the Fleet personnel by performing a variety of administrative and technical functions to include, but not limited to, coordinating customer requests; working with vendors; processing and maintaining invoices, warranties, work orders and inspection sheets; and generating reports. Position is the principal contact between the shop technicians and the customers regarding vehicle repairs, maintenance and service needs.

Distinguishing Features of the Class

An employee in this class receives equipment and documents customer issues. Work includes contact with Town personnel and vendors. The employee is subject to working in inside and outside environments and exposure to various hazards including loud noises, vibrations, moving mechanical parts, exposure to chemicals, fumes, odors, poor ventilation, and oils. The employee must exercise judgment and initiative in carrying out assignments. Work is performed under regular supervision of the mechanic supervisor and is inspected for compliance and instructions, conformance to established standards, quality and productivity, and adherence to schedules and priorities.

Duties and Responsibilities

Principal contact between Fleet and customers for the repair, maintenance and service of vehicles and equipment

Prepares legible and complete work orders by asking good diagnostic questions to identify customer needs and records the information accurately

Enters all work orders into the fleet management system

Answers two way radio

Answers telephone and direct calls. Including service status and advising customers of property left in vehicles prohibiting repairs

Assigns numbers to new assets

Maintains vehicle keys and logs

Prepares a variety of reports to department heads

Keeps departments informed as to the status of the repairs

Notarizes paper work for the Town

Orders tags from DMV

Tracks warranties on all pieces of equipment

Schedules warranty work and recalls with dealerships

Performs other duties as assigned

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Basic knowledge of mechanical/automotive systems

Ability to use Microsoft Office software, specifically Excel, Word, and Outlook

Ability to prepare quarterly reports

Excellent communication and customer service skills with

Ability to communicate effectively orally and in writing

Ability to prepare and maintain work records and routine reports

Ability to use fleet management system to enter vehicle information

Ability to follow oral and written instructions

Excellent math, data entry and computer skills

Good conflict management skills and the ability to work as a team member and team leader with employees and other city agencies

Ability to work with minimal supervision

Physical Requirements

While performing the duties of this job, the employee is frequently involved in some combination of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, and hearing. Finger dexterity is needed to operate

computer terminals and equipment. This position involves heavy work requiring the employee to exert up to 100 pounds of force occasionally; and/or up to 50 pounds of force frequently; and/or up to 20 pounds of force constantly to move objects. Lifts and carries heavy equipment and/or materials (up to 50 pounds) to perform assignments.

Must be able to sit for long periods of time.

Must be able to climb on and under equipment to retrieve data for fleet tracking software. Must possess the visual acuity to operate automobiles and equipment in a safe manner.

The employee may be exposed to hazardous physical conditions (including but not limited to noise, moving parts, uneven surfaces, repetitive motions, and vibration) poor atmospheric conditions (including but not limited to fumes, odors, dusts, gases, and poor ventilation).

Minimum Education and Experience

Graduation from high school or equivalent and prefer a minimum of three (3) years of related work experience, or any combination of education and experience.

Prefer graduation from an accredited community college, vocational, business school with emphasis in business administration and/or in general automotive.

Special Requirements

Must have Possession of a valid driver's license issued by the State of North Carolina.

Automotive Service Excellence (ASE) certifications preferred or ability to obtain within 18 months.

N.C. Inspection license or ability to obtain within one (1) year

Certified N.C. Notary or ability to obtain within one (1) year