

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

SERVICE WRITER

SALARY SCHEDULE: SSP8

COST CENTER: TRANSPORTATION SERVICES (9030)

QUALIFICATIONS:

- (1) High School Diploma or equivalent.
- (2) Have, or obtain, a State of Florida Commercial Driver's License with "P" (Passenger), "S" (School Bus) and air brake endorsement within six (6) months of hire.
- (3) Have proficiency in computer programs such as Excel, Word, Ability to use a computer for diagnostic repair purposes.
- (4) Demonstrated customer service experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of standard methods, practices, tools and equipment of the trade. Knowledge of the occupational hazards and safety precautions of the trade. Ability to read and interpret digital and technical manuals related to assignments. Ability to organize and prioritize activities. Ability to work effectively as part of a team. Ability to communicate effectively both orally and in writing. Ability to take directions from fleet manager and lead mechanics.

REPORTS TO:

Fleet Maintenance Administrator

JOB GOAL

To assist the fleet manager in maintaining a safe and economical fleet in order to provide efficient transportation services for the district.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Greet fleet customers, ascertain their needs, and take appropriate actions to address the customers needs.
- * (2) Effectively communicate with mechanics regarding work orders.
- * (3) Provide thorough written descriptions of vehicle issues or symptoms.
- * (4) Operate standard testing machines and equipment as directed.
- * (5) Dispatch emergency vehicles as required.
- * (6) Perform light mechanical work as required (change battery, bulbs, wipers, etc.)
- * (7) Answer phone and radio calls and assist in problem solving as needed.
- * (8) Maintain garage area and grounds in a clean and orderly condition.
- * (9) Prepare all required reports and maintain all appropriate records.
- * (10) Exhibit support for the district's vision, mission, goals and objectives.
- * (11) Demonstrate initiative in the performance of assigned responsibilities.
- * (12) Provide for a safe and secure workplace.
- * (13) Model and maintain high ethical standards.
- * (14) Follow attendance, punctuality, and proper dress rules.
- * (15) Maintain confidentiality regarding school matters.
- * (16) Maintain positive relationships with staff and vendors.
- * (17) Participate in workshops and training sessions as required.

SERVICE WRITER (Continued)

- * (18) Communicate effectively with staff and vendors.
- * (19) Keep supervisor informed of potential problems or unusual events.
- * (20) Respond to inquiries and concerns in a timely manner.
- * (21) Follow all School Board policies, rules and regulations.
- * (22) Exhibit interpersonal skills to work as an effective team member.
- (23) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Heavy Work: Lifting up to 90 pounds occasionally. Must be able to climb a ladder

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the district's approved compensation plan.
Length of the work year and hours of employment shall be those established by the district.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 01

*Essential Performance Responsibilities