



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
SERVICE ADVISOR
VEHICLE AND EQUIPMENT SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position oversees the Service Office Operations. Reports to the Fleet Support Manager.

ESSENTIAL JOB FUNCTIONS

Coordinates the Service Office operations and work flow of vehicles and equipment in and out of the repair facility. Serves as the contact person for departments with vehicle or equipment needs including repair status inquiries and towing needs. Coordinates with shop supervisors to improve workflow. Collects detailed information from customers regarding service inquiries or requests, problems, or maintenance requests; processes work orders into the computer system and assigns to appropriate shop superintendent. Assists with moving vehicles in and out of the facility or to sublet repair facilities.

Opens and monitors the fuel island operation to include fuel deliveries, Virginia Department of Environmental Quality (DEQ) test tank tickets, inventory levels, dispenser operations, and fuel tank status. Coordinates the daily use of bulk fuel cards with user departments. Checks and replenishes service island supplies such as windshield washer fluid, motor oil, paper towels, and oil dry.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Automotive Service - Knowledge of technical and administrative operations of a vehicle and equipment Service Office to include general automotive and equipment knowledge, maintenance programs and related technologies.
- Customer Service - Considerable knowledge of principles and processes for providing customer service.
- Safety - Thorough knowledge of occupational hazards, safety precautions, and safety regulations related to service island operations to include basic fire suppression and spill containment materials and equipment.

REQUIRED SKILLS

- **Judgment and Decision Making** – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet, fleet management and related software to effectively complete a variety of tasks with reasonable speed and accuracy.

REQUIRED ABILITIES

- **Communication** - Ability to communicate ideas effectively, including the deciphering customer vehicle needs and accurately scripting onto a work order; ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 5 - 7 years experience in automotive service or a related field, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check.

A valid commercial driver's license with an acceptable driving record.

This position requires pre-employment medical evaluation and substance abuse testing and is subject to random alcohol and controlled substance testing.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- May occasionally involve heavier objects and materials (up to 60 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as odors, fumes, temperature and noise extremes, hazardous materials, machinery, vibrations, or traffic hazards.