



CITY OF SANTA ROSA
invites applications for the position of:

Equipment Service Writer

An Equal Opportunity Employer

SALARY: \$34.70 - \$41.38 Hourly
\$6,014.67 - \$7,172.53 Monthly

OPENING DATE: 04/24/18

CLOSING DATE: 05/08/18 11:59 PM

THE POSITION:

The City of Santa Rosa is currently seeking qualified applicants for the position of **Equipment Service Writer**. We invite you to join the Fleet Services Division where you can be part of a dynamic, customer-centric, collaborative, diverse, inclusive and knowledgeable team!

THE CURRENT OPPORTUNITY:

The current available assignment is in the Fleet Services Division of the Transportation and Public Works Department. The Equipment Service Writer is the primary contact person for both customers and Fleet Services Division staff seeking information about equipment status. This is the advanced journey level classification in the mechanical maintenance series located in the Field Services Division.

THE IDEAL CANDIDATE HAS:

- General knowledge of automotive maintenance
- The ability to communicate clearly and concisely, both orally and in writing
- Experience supervising and leading others
- An innovative approach to process improvement

In addition to offering a great work team and excellent salary range, the City of Santa Rosa provides a generous benefits package, including retirement through CalPERS, a choice of three health plans, flexible spending program, and top of the line, employer paid vision and dental coverage.

THE CITY:

Just 55 miles north of San Francisco, you will find a vibrant City overflowing with all there is to love about California. Welcome to Santa Rosa where everything comes together: Wine country, farm country, redwood forests and rivers, lakes and the ocean. In the center of all that is a thriving downtown lined with intriguing shops and restaurants that delight casual diners and epicurean alike. A charter city incorporated in 1868, Santa Rosa is the county seat of Sonoma County, one of California's premier wine growing regions and is the gateway to tourist destinations in the redwoods and on the coast. Santa Rosa occupies 41 square miles and serves a population of 170,000. The City has a historic preservation program and has environmental diversity.

City of Santa Rosa employees who are interested in transfer or promotional opportunities should apply now in order to be eligible for future Equipment Service Writer opportunities that may occur.

Selection Process: Applicants possessing the MOST DESIRABLE qualifications based on a screening of the application materials, including a supplemental questionnaire, will be invited to continue in a selection process that will consist of an application screening, and an oral appraisal interview and/or other selection activities selected by the Human Resources Department. An eligible list will be established as a result of this recruitment and used to fill the current vacancy in the Transportation and Public Works Department and may be used to fill future vacancies that

occur while the eligible list is active.

Special Requirements: Candidates must meet the City's Driving History Standard. To view the City of Santa Rosa Driving History Standard for Equipment Service Writer, please click [HERE](#).

Conditions of Employment: The work performed by the Equipment Service Writer is considered **safety-sensitive** by the United States Department of Transportation (USDOT). Incumbents are subject to the USDOT Drug and Alcohol Testing program. Following the final hiring interview, candidates being considered for selection will be subject to a background investigation, may be required to pass a City-sponsored pre-employment physical examination, and must pass pre-employment drug testing. In addition, incumbents in this position will be subject to random drug and alcohol testing procedures while employed in this position.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

Essential Duties:

The following duties are considered essential for this job classification:

- Receive and monitor maintenance work performed on City-owned vehicles, equipment, and special projects
- Receive and resolve complaints regarding equipment maintenance
- Enter and retrieve data from the Fleet Management System
- Maintain a variety of records and prepare reports
- Act as Supervisor in the absence of the Equipment Maintenance Supervisor;
- Diagnose mechanical problems in vehicles and equipment needing repair and service
- Receive emergency calls and dispatch personnel or vendor to assist
- Monitor and review work performed by contractors on behalf of the City
- Advise supervisors of equipment, materials and staffing needs
- Schedule work with and communicate work status to customers and vendors
- Read, comprehend and make equipment and repair operations decisions or recommendations based on reports and codes such as work order codes used in the fleet management system
- Assist in the training of City crews in safe and productive maintenance and operation of City owned equipment
- Assist with inventory control and obtaining necessary authorized materials
- Develop and maintain safe working methods, techniques, and procedures

Additional Duties:

In addition to the duties listed in the Essential Duties Section, each employee in this classification may perform the following duties. Any single position may not be assigned all duties listed below, nor do the examples cover all duties which may be assigned.

- Operate equipment and perform the most difficult and complex maintenance tasks when necessary
- Perform related duties as assigned

REQUIRED QUALIFICATIONS:

Knowledge of: Materials, methods, equipment and tools used in automotive maintenance; the safe handling and operation of a variety of maintenance and construction equipment and materials; principles and practices of automotive diagnostics and maintenance; principles and practices of mechanic, driver and operator training and evaluation; computer record keeping and reporting procedures; methods of estimating time, cost and equipment necessary to perform assigned work; purchasing procedures, forms and techniques; codes and reports pertaining to equipment repair and maintenance operations; safe and efficient work practices and procedures; inventory control procedures.

Ability to: Communicate clearly and concisely, both orally and in writing, with those contacted in the course of work; understand and carry out oral and written instructions; comprehend and make inferences from written material; deal effectively and tactfully with the public and City crews in responding to inquiries and resolving complaints; train City staff in the safe operation of

City vehicles; diagnose mechanical problems in vehicles and equipment used by the City; enter and retrieve data from a computer system; inspect work in progress and upon completion; operate a variety of maintenance equipment in a safe and efficient manner; determine equipment, personnel and materials needed for specific jobs; set priorities and meet deadlines; design and maintain systems appropriate to equipment maintenance; read and interpret blueprints, diagrams and mechanical drawings.

Experience and Education: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be: Experience - Sufficient years of increasingly responsible experience in automotive maintenance work which demonstrates possession of the knowledge and abilities listed above, including experience in both heavy construction and light vehicle maintenance, and public contact experience in an equipment repair setting. Experience with data input and retrieval from a computer system is desirable. Education - Equivalent to completion of the twelfth grade supplemented by training in exhaust gas emissions, transmissions, power train and power take-off diagnostics and repairs.

License and Certificate

LICENSE OR CERTIFICATE

This classification requires the use of a personal or City vehicle or City equipment while conducting City business. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely and must possess, and maintain a valid Class A California motor vehicle operator's license and applicable endorsements by the end of probation.

Possession of or the ability to obtain an Inspection and Maintenance Exhaust Emission license (California Smog License) issued by the State of California is required.

ADDITIONAL INFORMATION:

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Equipment Service Writers may be assigned to work regular shifts of eight or ten hours; in addition, they may be required to work evenings, weekends, and/or holidays and may be called back for emergency work. Incumbents communicate orally in a face-to-face, one-to-one setting, or when using the telephone, to clarify information concerning service and repairs; they also communicate orally in a group setting when providing training and conducting safety meetings. In addition to interacting with people face-to-face, contacts and data communication are primarily through computers, telephones and other evolving technological devices. To reach library files and conference room meetings, incumbents climb stairs; to access library files, they use their arms above shoulder level. They are often given assignments and/or training orally. Equipment Service Writers generate work orders by entering data into a computer terminal, PC or keyboard device. Operating office equipment requires making repetitive arm/hand movements and sitting for extended periods of time with the ability to move about at will. When equipment returns from vendors, incumbents review vendor's work product; they also review operators' equipment safety check sheets daily. Equipment Service Writers observe or monitor data, such as BIT inspection schedules, to ensure compliance with safety standards. They monitor and interpret technical and legal documents such as the Title 13 Daily Vehicle Report, Federal Motor Carrier Safety Regulations, and work-related sections of the California Code of Regulations. Incumbents coordinate the movement of more than one limb simultaneously when driving. When testing and diagnosing problems or complaints, incumbents must be capable of operating all City-owned power driven equipment and machinery such as transit coaches, tractors, heavy duty trucks, mowers, sedans, cranes, and construction equipment. When servicing or testing vehicles or equipment, Equipment Service Writers use common hand tools such as a hammer, wrench, saw, screwdriver, air tool, impact wrench, or similar tool, fall protection, and ladders. Incumbents may be required to enter small access areas such as engine compartments, lift/move objects weighing up to 50 pounds, lift/move objects weighing over 50 pounds with assistance, bend and reach above the head and work in all weather conditions. When cleaning assigned areas, incumbents work with cleaning fluids using normal protective equipment and use a broom, mop or other cleaning tools. Maintaining filing systems involves sorting documents into alphabetical and/or numerical sequence. Incumbents perform physical

inventories of fixed assets such as radios. In order to alert the proper authorities and facility maintenance personnel, incumbents must be able to hear underground tank overfill alarms.

APPLICATIONS MAY BE FILED ONLINE AT:
www.srcity.org/jobs

Job #17/18-93NK-O
EQUIPMENT SERVICE WRITER
NK

Computer kiosks are available at our office for applicant use:
100 Santa Rosa Ave, Room 1
Santa Rosa, CA 95404
Monday - Friday 8:00 AM to 5:00 PM

CONTACT US:
707-543-3060 jobs@srcity.org (do not send resumes here)

APPLICANT'S RESPONSIBILITIES:

Before making the final submission of the application, it is your responsibility to ensure you are submitting a complete application package, which will consist of a complete application for employment reflecting all jobs you have held during at least the last 10 years and may consist of additional required documents and a complete supplemental questionnaire. A resume will not be accepted in lieu of a complete application. Your responses to any supplemental questions describing specific work experience and education must clearly correspond to work history and education on your application.

SPECIAL ACCOMMODATIONS:

If special accommodations are necessary at any stage of the examination process, e.g., written examination, oral appraisal interview, assessment center or other activity, you must request an accommodation within five (5) business days of being noticed that an event requiring accommodation is occurring and every attempt will be made to consider your request. To request an accommodation, please visit our website at www.srcity.org/jobs or call Human resources at 707-543-3060. The City is an equal opportunity employer.

Equipment Service Writer Supplemental Questionnaire

- * 1. The answers you provide to the supplemental questions will be used to evaluate your qualifications for this position and whether you will continue in the selection process. Specific work experience you claim in response to these questions must be clearly supported and described in the work history and education portion of your application, or else you will not receive credit for it. Do you accept these conditions?
☐ Yes ☐ No
- * 2. This position requires the use of a City vehicle or City equipment while conducting City business. In order to be considered for this position, you must meet the City of Santa Rosa Driving History Standard for this position. A link to this Standard is located under the Additional Information section of this posting. I have read the City of Santa Rosa Driving History Standard for this position and my driving history meets the standard as described.
☐ Yes ☐ No
- * 3. Do you possess a current, valid Class "A" California driver's license?
☐ Yes ☐ No
- * 4. If you possess a Class A commercial driver's license, please indicate any endorsements you currently possess by checking all boxes that apply:
☐ Hazardous Materials
☐ Passenger
☐ Tanker
☐ Air Brake
☐ None of the above
- * 5. If you do not possess a current Class "A" license, you must have the ability to obtain a Class A license, including passing a Department of Transportation pre-employment physical exam and drug screen. Do you understand that if you are selected for this

position you will be required to obtain a valid Class "A" driver's license prior to completion of probation?

☐ Yes ☐ No

* 6. Do you possess a California Smog license?

☐ Yes ☐ No

* 7. Describe your experience with on-site parts facilities. Include a description of your role and responsibilities.

* 8. How many years of experience do you have performing and/or monitoring maintenance work on vehicles and equipment in an equipment repair setting?

☐ less than 5 years

☐ 5 to 7 years

☐ 8 to 10 years

☐ 10 or more years

* 9. Please describe any experience you have performing supervisory or lead worker duties in a fleet and/or equipment maintenance environment. Please include where and when you gained this experience, the number of employees you supervised, and your position title(s) when you were performing in this role.

* 10. Please describe your experience working in a vehicle/equipment repair setting that included regular contact with the public.

* Required Question