

### **VEHICLE SERVICE WORKER**

**DEFINITION:** Under immediate supervision, performs entry level work of moderate difficulty in servicing or repairing motorized equipment and machinery; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:**

Repairs and/or replaces tires; balances wheels; rotates tires; monitors fuel and fuel pump readings; ensures accurate amounts of fuel are delivered by vendors and signs off on manifests; assists customers at fuel island by checking fluid levels, cleaning windshields and checking tire pressure; relays auto parts and tires to other agency shops; assists with local towing service and jump starting of tribal vehicles; performs inspections on items such as disposals, decal removals, vehicle numbers and license plates; washes and cleans vehicles; performs janitorial duties.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

- Knowledge of basic vehicle and equipment maintenance.
- Knowledge of basic inventory methods and practices.
- Knowledge of occupational safety and health regulations and requirements.
- Knowledge of computer hardware, software and peripherals.
- Knowledge of customer service practices.
- Skill in safely repairing and replacing tires.
- Skill in cleaning and maintaining an automotive shop environment.
- Skill in accurately entering and retrieving information from a computerized database.
- Skill in utilizing customer service techniques when responding to requests or complaints.
- Skill establishing and maintaining effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves traveling to remote locations, driving in adverse weather conditions, lifting, carrying and moving automotive parts and supplies weighing up to 50 pounds with exposure to potentially hazardous chemicals and solvents.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED; and one (1) year in the servicing of automobiles; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.