

**AUTOMOTIVE SERVICE WRITER**

**DEFINITION:** Under general supervision, performs work of routine difficulty in preparing appropriate intake and service repair orders for Navajo Nation vehicles at Fleet Management; 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:**

Performs intake or maintenance and repair requests by writing repair orders using Ron Turley Associates (RTA) computer maintenance program; checks vehicle mileage; schedules vehicles for preventive maintenance and repairs; ensures that paperwork gets to proper work station; shifts vehicles in and out of garage and parking area to their proper stations for maintenance and repairs; checks completed work orders, including parts expended, technician repair time and closes out work orders; assists customers with minor work, such as topping off fluids, replacing wiper blades and diagnosing repairs; assists technicians with repairs, locating vehicles and towing assistance; relays parts and documents to other shops; contacts outside vendors for services that are required; cleans office machines.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of basic automotive repairs and concepts.  
Knowledge of and ability to use factory service manuals.  
Knowledge of computer hardware, software and peripherals.  
Skill in the preparation of written repair orders.  
Skill in quickly and effectively obtaining automotive parts from vendors.  
Ability to prepare clear and concise reports.  
Ability to diagnose vehicle problem areas.  
Ability to communicate effectively both orally and in writing.  
Ability to maintain logs and records on a large volume of vehicles.  
Ability to establish and maintain effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves lifting and carrying automotive parts and supplies weighing up to 50 lbs. with potential exposure to hazardous fumes and chemicals.

**MINIMUM QUALIFICATIONS:**

- An Associate's degree in Automotive Technology; and three (3) years of work experience as an automotive service writer/customer service or as an automotive mechanic.

**PREFERRED QUALIFICATIONS:**

- One (1) year experience as an automotive mechanic.
- Automotive certification.
- Proficient in Microsoft Office software or other computer applications.

**SPECIAL REQUIREMENT:**

- Possess a valid state driver's license.

THE NAVAJO NATION

Class Code:4053  
General Services and Maintenance Series  
Fleet Maintenance Group  
Overtime Code: Non-Exempt  
Pay Grade: 61

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**Supplemental Requirements:**

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire; and obtain a Commercial Driver's License (CDL) within 180 days of date of hire.

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.