

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## AUTOMOTIVE SERVICE WORKER

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### DEFINITION

Performs semi-skilled work in servicing automotive vehicles and equipment; or functions as an automotive service advisor; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Changes oil and lubricants for automobiles, trucks, and other automotive equipment.

Services vehicles by filling with gasoline and checking and adding oil as needed. Keeps records of amounts used.

Changes and repairs tires; installs and services batteries; replaces oil filters, air cleaners, mufflers, spark plugs, light bulbs, fan belts, and other mechanical parts.

Cleans automotive parts and steam cleans motors.

Assists a journey level mechanic in the repair of automotive equipment; assists in repair work on snow plows, mowers, and other equipment; replaces plow blades, sickle guards and sections, and drive chains.

Maintains records for turned-in equipment.

Performs weekly inspection of eye wash stations, fire extinguishers and does a walk through safety check.

Prepares stock issues for parts requested from the warehouse. Prepares requisitions and purchase orders for contract parts not available from the warehouse. Checks new stock against invoices and distributes to other personnel.

Generates receipts for new A and B equipment in the electronic purchasing system, entering serial numbers for engines and attachments.

Prepares new equipment packets for new trucks; orders decals, gas cards and card holders, key rings and other pertinent supplies. Prepares new equipment reports.

Performs custodial duties in shop and office areas.

Completes interior and exterior automotive detailing tasks, such as washing, vacuuming, cleaning polishing, and waxing.

Picks up and delivers vehicles and parts.

Schedules vehicles for maintenance/repair work appointments as requested by vehicle owners.

Interacts regularly with vehicle owners through the vehicle servicing process, from scheduling to service completion. Obtains authorized approvals for vehicle repair work.

### COMPETENCIES REQUIRED

Knowledge of the less complex mechanical components of automotive equipment.

Knowledge of the lubrication requirements of automobiles and trucks.

Ability to understand and execute written and oral instructions.

Ability to work outdoors in all types of weather conditions.

Ability to lift and load items weighing up to 95 pounds to the height of 55 inches above the ground.

Ability to use telephone and transfer calls to shop personnel, take messages and direct calls to proper personnel for information and assistance.

Ability to perform simple computer transactions and data entry.

Ability to meet customer needs in a consistently helpful and courteous manner.

Skill in the use and care of the tools, equipment, and materials used on the job.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail, and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors, and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity, and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

One year of experience in automotive servicing or automotive detailing work.

#### **SPECIAL REQUIREMENTS**

Possession of a valid driver's license is required.

Positions in this job class in the Department of Transportation must possess a valid Commercial Driver's License Instruction Permit upon hire. Within 14 calendar days following appointment, a valid Class A or B Commercial Driver's License must be obtained with air brake and other required endorsements in order to continue employment.

#### **NOTE**

Title 49 of the Code of Federal Regulations (parts 391 & 40), requires a pre-employment drug screen of all positions in this job class in the Department of Transportation and will require ongoing participation in the employer's random drug and alcohol testing program.

Effective Date: 01/14 SA