

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## 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 below 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 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 and fire extinguishers; 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 equipment in the electronic purchasing system, entering serial numbers for engines and attachments.

Prepares new equipment packets for new trucks; orders decals, gas cards, 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.

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## Competencies Required

### Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Mechanical – Machines and tools, including their designs, uses, repair, and maintenance.
- Clerical – Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.

### Abilities:

- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Control Precision – Quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Finger Dexterity – Make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Manual Dexterity – Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Near Vision – See details at close range (within a few feet of the observer).
- Trunk Strength – Use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

### Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Operation and Control – Controlling operations of equipment or systems.
- Service Orientation – Actively looking for ways to help people.
- Coordination – Adjusting actions in relation to others' actions.
- Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Repairing – Repairing machines or systems using the needed tools.

## Minimum Qualification Requirements

One year of full-time work experience in automotive servicing or automotive detailing work.

**Notes**

Possession of a valid driver's license is required.

All of the following apply to Department of Transportation positions only:

- Positions in this class require possession of a valid Commercial Learner's Permit upon hire. Within a timeframe determined by the appointing authority, a valid Commercial Driver's License with the required endorsements and applicable restrictions must be obtained and subsequently maintained to continue employment.
- In conjunction with Title 49 of the Code of Federal Regulations (parts 40 and 382), positions in this job class require a pre-employment drug screen and will require ongoing participation in the employer's random drug and alcohol testing program and will be subject to the regulations regarding the Federal drug and alcohol testing program.

*Effective date: 06/19 SA*