

Greater Vancouver Regional District

Position Description: GARAGE SERVICE ADVISOR (G776) February 2007

Purpose:

Reporting to the Trades Foreman, this position completes technical and clerical work in coordinating and scheduling vehicle repairs and service work in the garage. The work is performed under minimal supervision and some independence of judgment and action is exercised in assessing and scheduling work requests.

Duties: *(The duties described hereunder are to be representative of the position and are not to be considered as all-inclusive.)*

Schedules and coordinates vehicle repairs and service using a computerized vehicle maintenance management system; enters, updates and retrieves service and repair information on all vehicles.

Determines work priorities according to established guidelines, generates and closes work orders, ensures correct repair codes, description of work to be done and location of parts.

Receives and processes vehicle daily pre trip forms; checks for noted deficiencies and repair requests, organizes and prioritizes identified repairs, generates work orders and forwards to garage staff; coordinates air care testing for all vehicles, arranges vehicle insurance renewals and other related tasks as requested.

Receives and investigates complaints and inquiries related to garage operations and work requests; initiates action to resolve problems where feasible; explains repairs and options available.

Coordinates with outside vendors for repairs such as warranty work on new vehicles, exhaust and tire replacement or repair, vehicle towing, hoist repairs, and other equipment repair and servicing work; checks for accuracy, codes, and approves all invoices for materials, supplies and work provided by outside vendors to the garage.

Coordinates and schedules use of rental/lease vehicles for all departments; provides pricing and vehicle availability to departments on request; processes all invoices and paperwork pertaining to rental vehicles.

Processes employee daily time cards, sick leave forms and leave requests; checks for correct codes and time and forwards to Supervisor for review and approval.

Performs other related duties as required.

Requirements:

Completion of the 12th school grade supplemented by technical courses related to the work plus sound related experience; or an equivalent combination of training and experience.

Considerable knowledge of the departmental operations, procedures and regulations applicable to the work performed.

Sound knowledge of mechanical repairs as related to the work performed.

Sound knowledge of record keeping as related to the work performed.

Sound knowledge of the computer applications and procedures applicable to the work performed, including MS Word, Excel and the computerized vehicle maintenance management system.

Ability to assess and organize service and repair requests and to make decisions on priorities of work.

Ability to establish and maintain effective working relationships and to deal tactfully and diplomatically with a variety of internal and external contacts.

Ability to prepare and maintain schedules, records, and reports related to the work manually and using a computer.

Considerable knowledge of the GVRD's safety policies, procedures and WCB regulations.

Must participate in and develop Safe Work Procedures.

Physically capable of performing the duties of the position.

Ability to work shift work as required.

Driver's license for the Province of British Columbia.