



GREAT BENEFITS!

- Health Plan
- Pension Plan
- Health, Education, & Wellness Center
- Dental Plan
- Vision Plan
- Deferred Comp
- Spending Accounts
- Life Insurance
- Longevity Payments
- Tuition Reimbursement
- Employee Assistance Program
- Paid Leave
- Paid Holidays
- Sick Leave Bank
- Paid 30 min Break
- Vacation Sell
- Flex Schedules
- Training Opportunities

CIVIL SERVICE JOB ANNOUNCEMENT

Civil Service Department, Suite 569, City County Bldg, 400 Main Street, Knoxville, TN 37902 (865) 215-2106.  
Web:www.knoxvilletn.gov

7071 Garage Service Coordinator 3/7/24  
(Entry-level and Promotional)  
Drug testing may be required

ENTRY-LEVEL SALARY: \$49,505 annually  
PAY GRADE RANGE: \$49,505 - \$79,208 annually (Pay Grade 312)  
*The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.*  
Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations.

The City of Knoxville only accepts online applications. To apply, go to <http://www.knoxvilletn.gov/jobs>. You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete. If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents MUST be submitted online by 4:30 p.m. on: Monday, March 18<sup>th</sup>, 2024.

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email [Lpeck@knoxvilletn.gov](mailto:Lpeck@knoxvilletn.gov) before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Requires a High School diploma or GED equivalent.
- Valid Class D driver's license.
- Ability to obtain forklift certification.
- Must have, or obtain within probationary period, ASE Parts Specialist and ASE Service Consultant certifications.
- Three (3) years of clerical or office experience in an automotive/shop environment.

PREFERRED QUALIFICATIONS

Progressively responsible work experience as a Service Writer or Parts Specialist in the automotive field.

EXAMINATION

The selection process will consist of a written test (100% of final score). Categories on the test include Heavy Equipment Parts; Safety; Supervision; Communication; Record Keeping; Working Relationships; Office Equipment; Research; Judgment; and Following Instructions.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

## POSITION DESCRIPTION

### GENERAL DESCRIPTION

Under close to general supervision, oversees operations in the Fleet Services Light Equipment Shop service and parts room.

### ESSENTIAL FUNCTIONS

Supervises Equipment and Supply Clerks, Service Writer and other office employees as required at one of the Fleet Services Maintenance & Repair Shops.

Coordinates with Tech Leader in scheduling the maintenance and repair work on motor vehicles and equipment. Receives and records requests for service. Tracks work orders and monitors work flow.

Schedules repair work with internal customers. Issues work orders to mechanics. May compose letters, memorandums, notices, and related documents.

Files and retrieves information and records as needed. Maintains records and disseminates information as necessary. Researches files and records for needed information.

Answers questions concerning departmental policies and procedures. Ensures that all policies and procedures are followed. Contacts customers to obtain, verify or deliver information.

Communicates with vendors as needed to track outside repairs, parts orders, billing, etc. Attends training seminars as needed.

Coordinates with Fleet Specialist and Vehicle Shop Manager to forecast new vehicle up-fitting equipment needs and timeframes.

### MARGINAL FUNCTIONS

When needed performs all essential functions of Equipment and Supply Clerk, and Service Writer positions.

May deliver and/or pick-up supplies.

Trains employees.

Performs related duties as required.

### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge and understanding of automotive and heavy equipment systems and parts. Knowledge of safety rules and regulations.

Ability to plan, organize, assign, supervise, and inspect the work of others. Ability to communicate effectively - both orally and in writing.

Ability to coordinate and communicate with other City Departments, outside vendors, and shop personnel to facilitate movement of vehicles and equipment.

Ability to keep accurate maintenance and repair records.

Ability to manage maintenance shop inventory, and retain all records.

Ability to establish and maintain effective working relationships with the general public and coworkers. Ability to use various types of office equipment.

Ability to research data and provide correct information to appropriate persons.

Ability to use independent judgment and discretion to analyze and resolve work problems. Ability to organize and maintain a file system.

Ability to follow oral and written instruction.

Knowledge of the City's Administrative Rules and Regulations, Civil Service Merit Board Rules and Regulations, departmental policies and procedures.

Ability to answer inquiries that require knowledge of departmental policies and procedures.

### PHYSICAL REQUIREMENTS

This position consists of primarily medium work, requiring the incumbent to exert up to 50 pounds of force occasionally, or 20 pounds (or less) of force frequently in order to lift/carry, push/pull or otherwise move objects. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

### MENTAL REQUIREMENTS

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects. A description of the specific mental requirements associated with this position is maintained on file in the Human Resources office for review upon request.

### MINIMUM REQUIREMENTS

Requires a High School diploma or GED equivalent.

Valid Class D driver's license.

Ability to obtain forklift certification.

Must have, or obtain within probationary period, ASE Parts Specialist and ASE Service Consultant certifications.

Three (3) years of clerical or office experience in an automotive/shop environment.

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