



POSITION DESCRIPTION

TITLE: SERVICE MANAGER

___ EXEMPT X NON-EXEMPT

DEPARTMENT: Service Department

REPORTS TO: Road/Service Superintendent

ESSENTIAL FUNCTIONS:

This is a working supervisor position under general direction of the Road & Service Superintendent. The Service Manager is responsible for maintaining a Township fleet of fire apparatus, EMS and police vehicles, heavy and medium duty trucks, heavy equipment, pumps, mowers, tractors, static generator sets and other equipment. The Service Manager directs a staff of skilled ASE and EVT certified technicians, assigns and documents maintenance operations, diagnose and perform repairs, provides technical assistance to Road Superintendent and other department heads.

OTHER FUNCTIONS:

Interprets and enforces the Collective Bargaining Agreement and Township policies. Establish schedules and methods for providing services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly. Maintain service area and equipment. Prepare and submit reports as requested.

EDUCATION/EXPERIENCE:

MINIMUM

High school diploma or GED and five years' experience as Med/Hvy truck mechanic. Two years in a supervisory position in fleet maintenance operations, current ASE certifications in T4, T5, A4 and A5. Possess a valid Class A CDL. Must acquire Tanker (N) endorsement within 6 months of hire.

DESIRED

High school diploma or GED, 7 years' experience as a Med/Hvy truck mechanic, 3 years of progressive supervisory position in fleet maintenance, current ASE Master Certifications in T-Series and A-Series. Emergency Vehicle Technician (EVT) Manager Level 1, Valid Class A CDL, Acquire Tanker endorsement within 6 months of hire. EVT certifications and Certified Automotive Fleet Manager (CAFM) or Certified Public Fleet Professional a plus.

NECESSARY KNOWLEDGE/SKILLS/ABILITIES:

- Must possess good oral and written communication skills with the ability to work effectively with other departments and outside businesses.
- Must be able to work independently with minimal supervision.
- Must have considerable understanding and function of diesel and hydraulic systems.

- Must have relative computer skills and the ability to learn and utilize Fleet Management software.
- Must have basic welding skills
- Must have knowledge of industry standards and safety procedures including equipment.
- Must be able to work overtime or call-in as needed. Prompt and regular attendance required.
- Must perform a full range of mechanical duties from the most complex to regular interval services.

SUPERVISION RECEIVED/EXERCISED:

- Work is performed under the general supervision of the Road/Service Superintendent.
- Position directly supervises Mechanics in the Service Department.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

- Full service heated shop
- Ability to lift and move heavy objects up to 50 pounds
- Able to stand and work for long periods
- Ability to push, pull, twist, kneel, squat and maneuver in and under equipment
- Occasional on site field repairs
- Occasional inclement weather work
- Must be able to establish and maintain working relationship with other employees
- Frequent exposure to noise, dust and natural allergens

TOOLS & EQUIPMENT USED:

- Basic and advanced mechanics hand tools
- Advanced computer software diagnostics
- Power tools
- Portable lifting devices
- Overhead Cranes
- Plasma Cutter, Welders, Torches
- Generators, compressors, pumps

SPECIAL REQUIREMENTS:

- Own and maintain professional tools to perform essential job functions.
- Specialty tools, and diagnostic tools are supplied
- Tool reimbursement for broken or damaged tools
- ANSI certified protective toe boot required
- Smoke & Drug Free work environment, random testing performed

DISCLAIMER: The omission of specific duties does not exclude them from the position. The job description does not constitute an employment agreement between the employee and the employer and is subject to change by the employer as the needs of the employer and requirements of the job change. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position

Approved by: _____ Date: _____