General Statement of Duties
Performs first level supervision over the work of Fleet Collision Repair Technicians repairing collision damage to automotive, heavy duty and specialized vehicles and equipment bodies.

Distinguishing Characteristics
This class is distinguished from the Fleet Collision Repair Technician which performs skilled work in the repair of damaged bodies and body parts on a wide variety of vehicles and equipment.

Guidelines, Difficulty and Decision-Making Level
Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review
Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose
Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised
Supervises two or more technicians.

Essential Duties
Supervises Fleet Collision Repair Technicians engaged in the repair to collision damages to vehicles and other equipment.

Prioritizes repairs, orders parts, and assigns repairs to appropriate technician, and maintains cost controls.

Generates work orders, estimates damages, and documents damages for insurance, and may approve purchase requests.

Prepares and maintains records and reports of labor, parts, materials and maintenance costs.

Performs data entry and retrieval functions.
Ensure parts, equipment and materials are available for automotive, heavy duty and specialized equipment bodies repair.

Provides court testimony related to collision damages.

Implements and interprets policies and procedures developed by higher level managers.

Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Assists in the development of departmental budgets.

Ensure quality, effectiveness, and efficiency of unit activities and safety measures. Implement safety standards and develops procedures to ensure compliance.

By position, monitor contracts to ensure compliance with contract requirements, verifies that contractors have met contract goals and provided required reports and documentation; review and resolve differences in areas of non-compliance, and address other concerns as necessary.

Observe all common shop safety standards.

By position, participate in snow removal duties.

By position, prepares estimates on cost of repairs.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Delivering Results and Meeting Customer Expectations: Focuses on customer needs and satisfaction. Sets high standards for quality, quantity and timelines. Consistently achieves project goals.

Leading and Coaching: Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
Working with People: Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of mathematics sufficient to be able to perform a variety of computations.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Skill in estimating monetary damage done to vehicles.

Skill in the use of computers for data entry and retrieval.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Three (3) years of full performance automotive body repair experience which must have included painting, fiberglass, plastics and welding repair.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

License and certifications must be kept current as a condition of employment.

**Working Environment**

Noise: sufficient noise to cause distraction or possible hearing loss.
Potential exposure to hazards from electrical/mechanical/power equipment.
Potential exposure to: toxic chemicals.
Pressure due to multiple calls and inquires.
Subject to burns and cuts.
Subject to electrical and radiant energy hazards.
Subject to hazards of flammable, explosive gases.
Subject to injury from moving parts of equipment.
Subject to long irregular hours.
Subject to many interruptions.

**Level of Physical Demand**

3-Medium (20-50 lbs.)
### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.)

- **Standing**: remaining on one’s feet in an upright position.
- **Walking**: moving about on foot, at times on uneven surfaces.
- **Lifting**: raising or lowering objects weighing no more than 50 pounds, from one level to another.
- **Carrying**: transporting an object, usually by hand, arm, or shoulder.
- **Pushing**: exerting force upon an object so that the object is moving away from the person.
- **Pulling**: exerting force on an object so that it is moving toward the person.
- **Climbing**: ascending or descending objects usually with hands/feet.
- **Balancing**: maintaining body equilibrium to prevent falling over.
- **Stooping**: bending the body by bending spine at the waist.
- **Kneeling**: bending legs to come to rest on one or both knees.
- **Crouching**: bending body downward and forward by bending legs.
- **Crawling**: moving about on hands and knees or hands and feet.
- **Sitting**: remaining in the normal seated position.
- **Reaching**: extending the hand(s) and arm(s) in any direction.
- **Handling**: seizing, holding, grasping, or otherwise working with hands.
- **Fingering**: picking, pinching, or otherwise working with fingers.
- **Talking**: expressing or exchanging ideas by means of spoken words.
- **Hearing**: perceiving the nature of sound by the ear.
- **Repetitive Motions**: Making frequent movements with a part of the body.
- **Eye/Hand/Foot Coordination**: performing work through using two or more.

### Background Check Requirement

- Criminal Check
- Employment Verification
- By position, Motor Vehicle Record

### Assessment Requirement

- Labor and Trades Supervisor

### Probation Period

- Six (6) months.

### Class Detail

- **Pay Grade**: J-811
- **FLSA Code**: Y
- **Management Level**: 7
- **Established Date**: 9/21/2018
- **Established By**: Blair Malloy
- **Revised Date**: 6/11/2019
- **Revised By**: Ryland Feno
- **Class History**: 6/11/19 - Updated working environment verbiage.