

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 005005
Grade 24**

EQUIPMENT SERVICES COORDINATOR

DEFINITION OF CLASS:

This is supervisory and administrative work directing a multi-shift, twenty-four hours a day, seven days a week repair, preventive maintenance, and auto body repair facility for automobiles, light trucks, heavy duty trucks and construction equipment, and transit vehicles. The work includes responsibility for day-to-day operation of the facility, determination of the most cost effective approach to maximize resources while reducing costs, and application of extensive technical knowledge and experience in the maintenance and repair of vehicles and equipment. Contacts include subordinate Crew Chiefs to coordinate work efforts, give technical instructions, and receive and review technical data; Department/Agency representatives to provide status reports concerning vehicle availability and repair/maintenance segments, and to provide technically expert advice to resolve problems and differences related to the facility supervised; dealer/repair facility and parts supply representatives to provide and receive information and schedule delivery of services; and contractors to oversee results of work performed. This class of work may entail some public service/assistance, but it is incidental to the primary focus of the work performed.

An employee in this class is responsible for managing a timely, cost effective, and safe vehicular repair and preventative maintenance program. Maintenance and repair work is performed by Mechanic Technicians and lesser skilled staff, who are supervised by Equipment Maintenance crew Chiefs, who in turn report directly to Equipment Services Coordinators. Employees in this class independently plan, design, develop, and manage all facets of shop operations within the limits of policies and production schedules established by management officials. In most situations, the employee is responsible planning and carrying out assignments, resolving most of the conflicts which arise, coordinating work with others as necessary, and keeping the supervisor informed of progress, and potentially controversial or far-reaching matters. The employee's performance is evaluated in terms of overall operational fleet efficiency and effective human and financial resource utilization within assigned maintenance facility. The work is guided by mandated State and Federal motor vehicle laws, applicable County administrative procedures and Bargaining Union agreements as well as established vehicle maintenance procedures. The employee must balance the needs of department/agency representatives regarding availability of their assigned vehicles with availability of parts, required warranty repair and preventative maintenance work to be performed, the need to periodically replace vehicles, competing requirements for work to be performed by a limited number of Mechanic Technicians, unscheduled work and budgetary constraints.

The employee assigned to this class must be able to solve problems related to changing technology and a non-standard fleet of vehicles. The work requires monthly and yearly assessment of cost and shop operations in order to make appropriate adjustments in priorities, respond to fluctuations in labor needs, develop cost effective solutions to unscheduled external repair requirements, and determine revisions in the vehicle maintenance inspection program to ensure that the maintenance facility is operating at peak efficiency. The effective planning, organizing, and management of a vehicle maintenance facility and

maintenance repair programs directly impacts the availability of clean, safe, and reliable automotive equipment at reasonable cost to user agencies. The majority of work is carried out in an office setting, but the employee is frequently on the shop floor, at vendor sites, accident scenes and other locations where special problems are inspected, evaluated, and a course of action determined. Inspection work involves considerable discomfort from exposures to noxious odors, dust, dirt, grease, loud noises, drafts, and changing temperatures. Some safety precautions must be followed when conducting inspections to avoid such hazards as sharp edges, electricity, and moving equipment. Physical demands of the class are limited to stooping, crouching, and crawling into cramped spaces, and occasionally lifting up to fifty (50) pounds. The employee exercises supervisory responsibility over subordinate, first line supervisory employees.

EXAMPLES OF DUTIES: (Illustrative Only)

- Plans, designs, develops, and manages all facets of a multi shift, twenty-four hour, seven days a week automotive repair and preventive maintenance, auto body repair and refinishing shop program for automobiles, light trucks, heavy duty trucks, construction equipment, and transit buses; which involves reviewing and analyzing monthly, annual, production and quality control reports and standards in order to ensure optimum productivity and devise improved utilization of labor and fiscal resources supporting the total vehicle maintenance program.
- Develops methods and procedures for monitoring and evaluating contracted repair proficiency against performance indicators; develops cost effective solutions in response to inefficiency, and communicates solutions and inefficiencies to vendors.
- Prepares and/or oversees preparation of damage repair claims and negotiates repair costs within established guidelines; and inspects repair work of outside vendors in process and upon completion.
- Prepares and/or oversees preparation of such written reports as equipment abuse reports, warranty reports, budgetary requirement reports for shop tools and equipment, work production reports, and safety equipment compliance reports, and makes oral presentations to superiors concerning both in-house and contracted maintenance/repair activities and cost effectiveness.
- Ensures that all new and/or repaired vehicles and equipment are delivered as specified; develops and negotiates acceptable modifications and ensure that modifications have been completed; refuses to accept vehicles and equipment not delivered as specified; and monitors vehicle and equipment assembly at vendor sites.
- Conducts spot checks of vehicle and equipment repair and maintenance work to evaluate quality, rate performance of subordinate employees and teams, provides counseling to employees as appropriate, and initiates disciplinary action in accordance with well defined standard operating procedures.
- Conducts interviews and recommends the hiring of individuals to fill Mechanic Technician position vacancies.
- Oversees all tag and title requirements with Maryland Motor Vehicle Administration for all County vehicles, and ensures that all records are accurate and entered into the fleet information database system.
- Assumes Fleet Services Coordinator's duties in their absence.
- Reviews, evaluates, and comments on bids submitted by manufacturers and service company representatives; approves invoices for payment; and monitors purchase orders.
- Determines and coordinates with user agencies solutions to problems on use of equipment/vehicles including scheduled replacements; and develops plans to coordinate and trace vehicle repairs to minimize impact on the agencies.

- Schedules transfer of vehicles and accessory equipment, coordinating such actions with various other technical shops.
- Investigates and provides guidance on the most complex repair and maintenance problems relating to a fleet of vehicles, and provides instruction to subordinates and supervisors in developing a solution.
- Analyzes, recommends, adapts, and implements Fleet Services' operating and administrative practices and procedures related to computerized records management, forms, reports, and various other components of the fleet management program.
- Monitors and ensures all warranty work is completed on components and assemblies covered by warranty, exercises guaranteed buy back options of acquisition contracts, and manages all factory recalls on specific pieces of equipment to ensure the least disruption in customer usage.
- Investigates customer complaints on vehicles, personnel, and service, and responds with findings, corrections, and/or explanations.
- Develops, prepares, and reviews recommendations concerning technical specifications on a variety of vehicles and equipment, makes recommendations in developing technologies, and ensures repair shops meet and maintain all OSHA and EPA compliance requirements.
- Plans for, and/or makes final decision concerning scheduled and unscheduled external repair of multiples of equipment/vehicles, and coordinates with factory representatives the most efficient and cost effective solutions.
- Maintains daily contact with all department and agency Fleet Coordinators, coordinates vehicle replacements, specialized auxiliary equipment, and installation.
- Adjusts allocation of shop floor space and outdoor space to achieve maximum utilization of available area, makes recommendations in the planning and development of new facilities, and coordinates pre-approved repairs and modifications to Fleet Services facilities and equipment.
- Convenes and leads meetings.
- Performs as Person in Charge on a rotating basis involving "on call" status twenty-four hours a day, and seven days a week, for two week periods.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of the mechanical makeup, operation, and working relationships of variety of heavy-duty systems, assemblies, mechanisms, and parts, including major systems such as diesel and gasoline engines, automatic and manual transmissions and gear reduction systems, and driveline assemblies including differentials, power divides, and dual speed axles; knowledge of hydraulic lifting, turning and positioning systems, including their mechanical, hydraulic, pneumatic, electronic and computerized controls.
- Extensive knowledge of current safety practices, repair, preventive maintenance and inspection methods and practices, test equipment and tools used in the repair and maintenance of heavy/construction and commercial transit equipment , vehicular specifications, operations and upkeep.
- Extensive knowledge of the laws and regulations governing the condition of the vehicles and equipment repaired and maintained, environmental laws governing refrigerant use, and occupational safety regulations regarding safe practices in the workplace.
- Knowledge of environmental impact of variously fueled vehicles in order to conduct a comparative analysis.

- Knowledge of new and competing technologies, such as the operation and maintenance of alternatively fueled vehicles, in order to evaluate the best strategies for implementing the most cost effective use of new technologies in the County's transportation plan.
- Knowledge of contract management, procurement, personnel and union/management principles and practices.
- Skill in assigning work and supervising a large number of employees through subordinate supervisors working different shifts at different locations.
- Skill in utilizing computerized management information systems and other computer software to generate reports and to store and analyze data.
- Skill in preparing and presenting clear and concise written and oral instructions, reports, and presentations related to vehicle/equipment preventive maintenance and repair operations, work production, and efficiency.
- Ability to prepare complete and concise automotive, heavy-duty truck, and transit bus specifications, which may include highly specialized equipment.
- Ability to analyze and draw conclusions from activity reports and data in order to make budget requirement determinations and recommend cost reductions.
- Ability to diagnose difficult and complex vehicular repair problems by taking multiple components and competing factions to achieve minimum downtime, improve efficiency and reduce costs.
- Ability to review, analyze, interpret, and explain laws, regulations, policies and procedures related to assigned area to individuals, groups and agency representatives in order to gain compliance, cooperation, and understanding.
- Ability to establish and maintain effective working relationships with officials, managers, employees, and the public.
- Ability to conduct comparative analyses of traditional technologies to newer, competing technologies, in order to make the best recommendations for vehicle and equipment procurement.

MINIMUM QUALIFICATIONS:

Experience: Eight (8) years of journey level experience in the vehicular repair trade in either light automotive, heavy duty vehicles and mobile equipment, or commercial transit equipment, or any combination thereof which totals eight (8) years, at least three (3) years of which included supervisory responsibilities.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Abilities: Ability to stoop, crouch, and crawl into cramped spaces, and occasionally lifting up to fifty (50) pounds.

LICENSE:

- Possession and maintenance at all times of, or ability to acquire, a valid Commercial Driver's License (CDL) in accordance with employee's/applicant's state of residence CDL requirements, and requirements of the position to which an employee is assigned.
- Possession of, or ability to acquire, Environmental Protection Agency (EPA) certification for air conditioning (transit, heavy and light automotive).
- Possession of, or ability to acquire, Maryland State Emission Control Certification (automotive only).

Note: There will be no substitutions for this section. If above license/certifications are not possessed at time the employee/applicant assumes an Equipment Services Coordinator position, the employee/applicant must obtain the missing license/certification(s) within eighteen (18) months from the date of position appointment.]

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core II Exam with a pre-placement Drug/Alcohol Screen. *

*Positions assigned to the Department of Fire and Rescue - Core II Exam with Drug/Alcohol Screen.

Class Established: May 1965

Revised: November 1973

October 1980

December 1984

January 1989

Classification Study: May 1991 (M)

September 1991

Classification Study: April 1996 (M)

November 1998

Classification Study: August 2004 (M)

April 2010

September 2010

August 2013

October 2014