



Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT JOB CLASS SPECIFICATION

Certified: 4/5/2023

Writer, Service

Pay Scale: B

Level: 6

FLSA Status: Non-Exempt

Job Family: Transportation

Primary Location: Central Vehicle Maintenance Office

Department Overview

The Department of Support Services supports the learning environment by providing high-quality, safe, comfortable, well-maintained educational facilities and grounds, and safe student transportation. Providing timely, responsive, effective, and professional support to our students, teachers, staff, and community is our department's goal and one of our core values. The department includes the following teams: Construction Services, Facilities Services, Management and Coordination, Planning Services, and Transportation.

Job Overview

The Service Writer provides support to the Service Center regarding customer service, road service requests, and quality assurance. Performs vehicle scheduling routines and assures integrity of supporting work order and fueling data.

Roles and Responsibilities

The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Assists fleet management with design, implementation, and maintenance of a customer service quality assurance program
- Represents the Service Center as a customer liaison for support to internal and external customers to provide front line problem resolution
- Produces and expedites a vehicle service schedule that meets daily requirements
- Maintains data integrity in the Fleet Maintenance computer systems through execution of work order quality assurance process, work order closure, and imaging
- Processes and assures integrity of automated fuel transaction data; processes and performs error corrections of fuel transaction information
- Issue spare buses and other spare vehicles as needed
- Monitors spare bus assignments and status of buses being repaired using provided tools and procedures
- Creates work orders using fleet maintenance software and performs related work as required
- Follows established procedures; refers items for interpretation to fleet management

Qualifications

Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education

High School Diploma or GED

Experience

Clerical experience in a municipal fleet maintenance organization

Licenses and Certifications**Knowledge, Skills and Abilities**

- Possesses excellent communication and organizational skills
- Ability to use computers and office automation software, e.g. creates and modifies spreadsheets, writes memorandums, and uses a database

Physical Requirements

The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment

The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.