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Service Writer

JOB CODE	JOB FAMILY	PROFILE
JCV226	**Business Services & Support**	**Service Writer**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$17.41 - $22.40**	**October 23, 2026**

The Service Writer is the point of contact for Fleet Management's vehicle customer service requests pertaining to vehicle repair and vehicle maintenance. Receives, evaluates, and identifies problems; recommends corrective measures; monitors the vehicle repair process; and evaluates repair work orders to ensure quality control. Prepares work requests and work orders, opens and closes work orders. Provides a variety of administrative work support to the fleet/facility management team to help achieve efficiency to the department operations.

Job Description

DUTIES AND RESPONSIBILITIES

- Serves as the main point of contact for vehicles requiring maintenance and repair.
- Opens and writes work orders for vehicle repairs and inputs data into Fleet Management System; retrieves data from computer files; reviews, analyzes data, and compiles reports as needed.
- Researches and orders specialty automotive parts as required or necessary.
- Communicates with mechanics, supervisors, and management to identify needed vehicle maintenance and/or problems.
- Works with vendors on cost estimates for repair and prepares itemized work orders, listing costs of parts and labor. Works with procurement on purchase orders and payment of items procured.
- Maintains, tracks, and manages expenditures and invoices.

- Creates and coordinates maintenance schedules and contact appropriate departments to schedule preventative vehicle maintenance and repairs.
- Serves as support in monitoring the quality of vehicle repairs and vehicle maintenance; evaluates the quality of actual vehicle maintenance and repairs completed and compare parts listings with actual parts installed.
- Maintains files on all open work orders; maintains a log of all off site repairs.
- Assists Risk Management with repairs utilizing the agreed flow chart.
- Maintains, tracks, and manages inventory.
- Maintains database and files for reporting.
- Administrative support duties include a variety of office organization duties that consist of receiving and processing incoming orders, vehicle databases, accounting databases, files, reports, receiving and distributing mail or other electronic means. Duties also include customer service, preparing contracts, handling complaints, and assists supervisor with timekeeping tracking.
- Assists management with calendar of activities, meetings and various events identified by management.
- Perform other job-related duties as required or assigned.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- One (1) year of clerical or administrative experience.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Duties are performed primarily indoors.
- Indoor duties are performed in a temperature-controlled environment. Workers are exposed to natural weather conditions when diagnosing repairs outdoors or in the field.
- Indoor duties are performed on an even, cement surface that is typically dry.
- Outdoor surfaces include natural ground asphalt or concrete.
- Work hazards or potential work hazards include the exposure to hoists, grinders, jacks, lathes, tire changers, loud noises, etc.
- Workers are exposed to battery acid, solvents, oil, diesel, gasoline, carburetor cleaner, antifreeze, grease, transmission fluids, cleaners, electric motor and brake cleaner and fire retardant.
- May be required to drive a county vehicle in the course of duties.

EQUIPMENT, TOOLS, AND MATERIALS

- Worker is exposed to general hand tools, air compressors, electric and gas welders, general shop equipment, computer, telephone, mobile radio, facsimile machine and photocopier.
- Employee handles paperwork and basic office supplies when performing administrative or record keeping duties.
- Worker handles above-mentioned materials and substances.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to ask questions of supervisor and be able to listen to and follow verbal directions in English.
- Must be able to understand and follow written directions in English.
- Must be able to give and receive verbal and written directions in English.
- Must be able to speak and write clearly in order to communicate information essential to the operation of the mechanic shop.
- Must possess sound judgement and apply sound safety precautions in the operation of the vehicle maintenance shop.
- Must have the ability to apply knowledge gained from vehicle maintenance manuals and operations manuals in order to determine appropriate solutions.

PHYSICAL FUNCTIONS

- Must be able to stand/walk for an entire shift.
- Must be able to climb and descend stairs as needed.
- Must be able to kneel and crouch for short periods of time.
- Must be able to occasionally bend at the waist and twist/rotate waist as needed when diagnosing vehicle repairs.
- Must be able to work with arms extended on a constant basis when diagnosing vehicle repairs.
- Must be able to work with arms bent on a frequent basis.
- Must be able to push/pull with arms with an estimated force of 40 pounds.
- Must be able to lift an estimated 50 pounds from ground to waist or chest level as needed.
- Must be able to carry an estimated 50 pounds as needed.
- Must be able to use hands and fingers to grasp/manipulate equipment in a bilaterally coordinated manner as needed.
- Must be able to use finger dexterity in the use of tools, machines, computers, and other shop equipment.
- Must be able to coordinate the use of hands and eyes in the performance of essential duties when diagnosing vehicle repairs.
- Must have sufficient eyesight to be able to perform essential duties.
- Must be able to use legs and feet to stand, walk, climb/descend stairs, and drive as needed to perform essential duties.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.