



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date: _____

This position is:

- ☒ Classified
☐ Unclassified
☐ Exempt Service
☐ Mgmt. Svc – Supervisory
☐ Mgmt. Svc – Managerial
☐ Mgmt. Svc - Confidential

Agency: Department of Administrative Services

Facility: Fleet Operations - DAS

☐ New ☒ Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: <u>Administrative Specialist 1</u>	b. Classification No: <u>C0107</u>
c. Working Title: <u>Service Coordinator</u>	d. PPDB No/WD ID: <u>000000010283 6001071</u>
e. Section Title: <u>Fleet Operations - DAS</u>	f. Agency No: <u>10700</u>
g. Employee Name: _____	h. Budget Auth No: <u>1249060</u>
i. Supervisor Name: <u>Mike Robbins</u>	j. Repr. Code: <u>OAS</u>
k. Work Location (City – County): <u>Salem / DAS / Motor Pool</u>	

l. Position: ☒ Permanent ☐ Seasonal ☐ Limited Duration ☐ Academic Year ☒ Full-Time ☐ Part-Time ☐ Intermittent ☐ Job Share	m. FLSA: ☐ Exempt ☒ Non-Exempt	If Exempt: ☐ Executive/Supervisory ☐ Administrative ☐ Professional ☐ Computer	n. Eligible for Overtime: ☒ Yes ☐ No
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SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Oregon Department of Administrative Services (DAS) is dedicated to enhancing the efficient and effective use of state resources. Our mission is to support government operations through the delivery of essential services and centralized infrastructure. DAS plays a critical role in helping state agencies and policymakers achieve their goals, benefiting Oregonians across the state. Together we:

- Provide centralized government infrastructure services such as purchasing, risk management, facilities management, surplus property, and motor fleet operations.
- Establish statewide policies, conduct performance reviews, and ensure agency compliance.

- Lead the implementation of statewide performance measurement programs to drive continuous improvement.
- Support workforce development and training for state employees to foster a skilled, adaptable team.
- Manage personnel systems that encourage fair, responsive, and cost-effective human resource practices.
- Deliver objective, credible management information and analysis to policymakers for informed decision-making.
- Operate statewide financial and administrative systems to ensure accountability and transparency.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This position serves as initial customer contact for the DAS Fleet Services Shop. DAS manages 4,000 vehicles assigned to over 50 agencies across the state. The Shop is the central hub for all vehicles that move in and out of the fleet as well as providing repair services for locally assigned vehicles. Works closely with the shop manager in setting service priorities to expedite workflow. Coordinates the service and repair of DAS fleet vehicles used statewide. This position assures that vehicles are operational, safe, and cost effective. This position acts as liaison between customers, manufacturers, and vendors. This position is responsible for maintaining fleet records, including purchasing documents, shop work orders, manufacturer's recalls, and warranty repairs.

SECTION 3. DESCRIPTION OF DUTIES

% of Time	N/R/NC	E/NE	DUTIES
50%	NC	E	Acts as customer contact at the shop service counter. Review incoming vehicle repair and service requests and set priorities to expedite workflow. Coordinate required vehicle inspections, recalls and maintenance with customers and technicians. Creates accurate and thorough vehicle repair work orders. Provide detailed information to maintenance and repair staff relating to deficiencies in vehicle operations and scheduled maintenance as provided by customers and vendors. Negotiate with both customers and vendors to provide service and repair in the most cost-effective fashion while attaining the highest quality possible. Provide initial authorization for vehicle maintenance and repair. Explain policies and procedures to drivers, vendors, and insurance companies.

			Resolve customer service concerns by working with technicians and Manager to reach a solution and confirming satisfactory repair completion. Coordinate emergency road service provided by DAS Fleet. Oversee the scheduling, pick-up and delivery of vehicles sublet to local repair facilities.
40%	NC	E	Perform data entry to maintain information in computerized fleet management system to include reserving and dispatching of loaner vehicles and generation of vehicle repair orders. Maintain detailed fleet records utilizing computerized fleet management system and related software programs. This will include maintenance, repair, warranty and manufacturer's recall records on each vehicle. Ensure service records are accurate and complete in fleet management systems. Issue purchase orders and approve work with vendors. Adjust work order labor and parts as necessary for accurate billing, verify as complete and close minor maintenance/repair work orders. Coordinate the preparation, maintenance, and repair of vehicles to be used as daily rentals, permanently assigned or seasonal use. Work directly with seasonal customers and Manager to identify seasonal vehicle needs and determine vehicle availability. Coordinate delivery and return of vehicles for permanent and/or seasonal assignments.
10%	NC	NE	Communicate and collaborate with Auto Technicians and Parts Specialist on correct parts, alternate part options (OEM versus aftermarket). Research best sources for parts, which may vary by vehicle model and manufacturer. Receive parts and equipment and document appropriately in Fleet management systems. Issue parts to Auto Techs and accurately document quantities and costs of parts on Work Orders. Process invoices and vendor payment documents timely. Conduct basic vehicle inspections to check basic functions, such as lights, wipers, and tire pressure. Provides support to service island, parts and front office staff as necessary. Research and issue parts to Technicians in Parts Specialist absence. Miscellaneous other duties as assigned.
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to training. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

This position is not suitable for remote work options and works at the central workplace in an office or cubicle work environment.

Your role supports DAS initiatives to enhance collaboration, reduce conflict, and strengthen teamwork to improve organizational effectiveness and the quality of services delivered. You are expected to uphold DAS policies by promoting a diverse, inclusive, and discrimination- and harassment-free workplace; maintaining professional and collaborative relationships; and contributing to a respectful, productive, and service-focused work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

Works in a high activity office in a shop environment dealing with other state employees and occasionally with private citizens. Limited physical exertion requires ability to endure occasional long periods of standing, and frequent rising from chair to assist customers at counter. Involves constant interruptions from phones and counter assistance to customers. Shop environment includes exposure to various fuels and related chemicals. Exposure to year-round weather conditions on a daily basis.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon state vehicle laws
- Department of Administrative Services Policies and Procedures
- Statewide Policies
- Enterprise Asset Management Division Policies and Procedures
- Fleet & Parking Services Internal Policies and Procedures
- Applicable vehicle manufacturer and after-market service manuals
- State Fire Marshal Fuel Island Safety Requirements

b. How are these guidelines used?

These are referenced for problem resolution, decision making and for interpretation and explanation of rules, regulations, policies and procedures for agency staff and user agencies.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
Agency Customers	In Person, by mail, email or telephone	Vehicle fuel island service, washing and cleaning.	Daily
Vendors	In Person, by mail, email or telephone	Pick up parts and delivery of parts, supplies and vehicles	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

- Decisions regarding prioritization of vehicle repair and authorization of repairs with vendors.
- Decisions related to customer service issues and resolution of problems.
- Decisions related to adding into the fleet management system, tracking and preparing for assignment.

Failure to perform duties accurately and in timely fashion results directly in loss of program revenue, increased repair costs and vehicle downtime. Correct decisions give motor pool customers well-maintained vehicles, fewer costly repairs, and prevent potential injury.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Fleet Manager 1	1462201	In Person, by mail, email or telephone	Quarterly	Performance Evaluation
Fleet Manager 1	1462201	In Person, by mail, email or telephone	Regularly	Regular check-ins; Review and progress of work

SECTION 9. OVERSIGHT FUNCTIONS**THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

- a. How many employees are directly supervised by this position? 0
How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|---|
| ☐ Plan work | ☐ Coordinates schedules |
| ☐ Assigns work | ☐ Hires and discharges |
| ☐ Approves work | ☐ Recommends hiring |
| ☐ Responds to grievances | ☐ Gives input for performance evaluations |
| ☐ Disciplines and rewards | ☐ Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a valid driver's license issues by the state where the employee resides.
- Must be self-motivated and be able to meet numerous firm deadlines with frequent interruptions in their daily work schedule.

Unit Behavioral Expectations:

- Actively participate in all scheduled EMS training sessions and activities related to eliminating pollution and unnecessary waste or usage of resources, natural and man-made.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority
Signature

Date