



Position:
Service Mechanic
Status:
Full-Time, Non-Exempt

JOB DESCRIPTION

SUMMARY

Under the direction of the Maintenance and Facilities Manager, the Mason Transit Authority's (MTA) *Service Mechanic* position is primarily responsible for performing preventative maintenance, diagnosis and necessary general repairs on all diesel, gasoline and alternative powered vehicles and equipment, and providing support for facilities maintenance and custodial requirements of the Agency as needed. Employees in this classification are distinguished from the mechanic position by the lesser complexity of work assignments performed under general supervision. The assignment of specific duties to Service Mechanic will vary depending on the Agency's business needs, shift rotation and individuals' expertise and skill sets.

DISTINGUISHING CHARACTERISTICS

Employees assigned to this class are part of the team effort which provides support and assistance to drivers. Incumbents are responsible for providing excellent customer service, and resolving customer concerns and questions in a timely and effective manner.

Supervision received from: Maintenance and Facilities Manager

Supervision exercised over: N/A

KEY COMPETENCIES EXPECTED:

Competencies are defined as those measurable or observable knowledge, skills, abilities, and behaviors critical to success in a key job role or function. It is expected that the employee will exhibit the following key competencies:

Accountability

- Take responsibility for content and quality of assigned work;
- Complete assigned tasks and meets key deadlines; producing/completing accurate and timely work;
- Self-management:
 - Punctuality and regular work attendance;
 - Producing/completing accurate and timely work;
 - Focus on the situation, issue or behavior rather than the person;

- Give and accept constructive feedback;
- Use time wisely.

Adaptability/Flexibility

- Acknowledging that unanticipated events will occur and help to build capacity to adjust when such events occur. Find ways to effectively respond to unanticipated situations;
- Adapt positively and constructively to changes to the work environment and work priorities;
- Engage appropriately with Supervisor in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives;
- Ensure affected team members (drivers) clearly understand when changes occur and what is expected of them.

Customer Service

- Provide accurate and timely information;
- Understand and responsive to your customers' objectives and needs;
- Being accessible, providing timely and responsive replies to customer requests, e-mails, phone messages and mail;
- Handle customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations;
- Maintain an optimistic attitude, supporting teamwork and cooperation through open and honest communication;
- Anticipate, assess, and respond to changing customer needs;
- Consistently provide products and services that meet or exceed the expectations of the customers;
- Willingness to explore new ideas.

Collaboration/Teamwork

- Help create an atmosphere that brings people together so they have a stake in the solution. Involve others in matters that affect what they do. Seek out and act on opportunities to improve, streamline and re-invent work processes;
- Contribute to the development, cohesion and productivity of the team; be receptive to new ideas and adaptable to new situations;
- Model effective group process behavior, such as listening, discussing, negotiating, rewarding, encouraging and motivating;
- Keep management well informed of issues and trends; openly share your ideas, suggestions and opinions with team members;
- Build constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect;
- Team Work
 - Promote cooperation;
 - Clearly and effectively communicate with individuals and groups;
 - Keep supervisor and co-workers informed;

- Contribute to the team with ideas, suggestions and effort;
- Refrain from gossiping.

Additionally, all employees of the MTA are required to consistently demonstrate the following core competencies:

- Inspirational Leadership
- Informed Decision Making
- Transparency & Accountability
- Respectful Relationships
- Personal Responsibility
- Outstanding Customer Service

(Key behaviors for the MTA Core Competencies are described on the last page of this form.)

ESSENTIAL DUTIES

- Performs all aspects of routine preventative maintenance on diesel, gasoline and alternative powered vehicles and equipment to include safety inspections, lubrication, changing of fluids, filters and related tasks.
- Diagnose, repair or replace alternators, starters, drive lines, radiators, differentials air and hydraulic brakes and air conditioning exhaust and exhaust after treatment systems dependent on ability and experience.
- Perform general automobile and bus electrical system diagnosis with diagnostic scan tools; perform minor trouble shooting of multiplex controls, camera systems radios and destination signs dependent on ability and experience
- Checks vehicle fluid levels and adjust as necessary.
- Changes headlights, interior and exterior lights, wiper blades, tires or other components as directed.
- Minor welding using gas or electrical methods.
- Performs emergency roadside repairs and assistance including vehicle chaining as necessary.
- Conducts road test of coaches and support vehicles and assures that transit coaches and support vehicles and equipment are in safe operating condition.
- Transports vehicles as necessary to local or outside vendors for various repair work.
- Maintains concise maintenance records via agency computer software.
- Uses a variety of hand and power tools and equipment such as lifts, wrenches, jacks, presses, power drills, micrometers and steam cleaner.
- Maintains and clean and orderly work area.
- Performs any other duties as required including:
 - Fuel transit vehicles including buses, van, trucks and automobiles with diesel, gasoline or propane, as needed.
 - Washes and cleans buses, trucks, van and automobiles as needed.

- Assists or substitutes for the Facilities Technician on projects such as shelter assembly, cleaning or as needed.
- Assists in rebuild of system components and parts.
- Parts ordering and receiving
- Performs other duties as assigned.

OTHER FUNCTIONS

- Perform duties in support of ongoing and special projects.
- Serve on committees, task forces and other work groups.
- Perform other duties as assigned and any duties of a similar nature or level needed to make MTA an exceptional transit agency.
- Assist and/or provide training to new fueler/detailers.

KNOWLEDGE, SKILLS & ABILITIES:

Knowledge of: operating principles and mechanics of all diesel, gasoline and alternative fueled vehicles; the hazards and safety precautions followed in heavy equipment repair shops.

Ability to use jacks, wrench, grease guns, hydraulic hoists, cleaning materials and other tools and equipment used in the service and repair of heavy equipment.

Skill in: using a computer and related software applications; completing assigned work within prescribed timelines; communicating effectively both orally and in writing; establishing and maintaining cooperative and effective working relationships with others; maintaining records; and analyzing situations effectively and adopting appropriate courses of action.

Ability to: enforce safety rules and provide positive reinforcement for safety awareness and behavior; multi-task and respond appropriately and effectively in emergency and hectic situations; provide excellent customer service; work independently; operate standard office machines and equipment (copy machine, adding machine, fax and PC).

MINIMUM QUALIFICATIONS

Required

- High School Diploma or equivalent (GED).
- Must have a minimum of five (5) years licensed driving experience.
- Must have no involvement in any at-fault accidents within the past five (5) years.
- No moving violations within the past three (3) years.
- Possession of a set of hand tools and a roll away tool box is required at the time of hire.

SPECIAL REQUIREMENTS

- One (1) year experience in medium to heavy duty truck and/or must maintenance is desired.
- Working knowledge of the geography of Mason County preferred.
- Must possess or be willing to acquire the following: CDL License (Class B CDL with air brake endorsement), First Aid/Cardio-Pulmonary Resuscitation Certificate, and Physical examination to obtain a CDL Medical Examiners Certificate.
- Current Washington State Driver’s License.
- Must be available to work a variety of schedules, including holidays, days, nights, and/or weekends.

MTA is a drug and alcohol-free workplace. This position is classified as safety-sensitive under MTA’s Drug and Alcohol Policy and is included in random drug and alcohol testing program. Note: MTA is subject to requirements of the Federal Drug-Free Workplace Act and CFR Part 40 & 655, which prohibits the use of marijuana at any time while employed with MTA.

PHYSICAL REQUIREMENTS:

The duties of this position require speaking, hearing, seeing, sitting, stooping, standing, walking, kneeling, crouching, crawling, and lifting or moving up to 40 pounds; use of hands to finger, handle, feel, or operate equipment; reach with hands and arm. Physical effort is required to perform heavy manual labor in confined and cramped spaces. Work requires manual finger dexterity and hand-eye coordination to manipulate hand tools, power tools, and equipment. Work involves physical risk from mechanical and electrical equipment. Occasionally exposed to varied weather conditions, fumes, and vehicle chemicals. Noise level in the work environment is moderately noisy. Reasonable accommodations are made to enable individuals with disabilities to perform the essential functions of this position.

The job duties as defined are an accurate reflection of the work to be performed by this position.

Manager’s Signature _____ *Date* _____

As the incumbent in this position, I have received a copy of this position description and the job duties are an accurate reflection of the work to be performed.

Service Mechanic's Signature

Date

This Summary Job Description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Mason Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Mason Transit Authority know if you need accommodations in order to participate in the application process.

Mason Transit Authority follows the requirements of the "Fair Chance Act," RCW 49. We will not inquire about prior arrests and convictions until after we determine an applicant is otherwise qualified for the position for which the applicant applied, except as allowed under RCW 49. There are specific exemptions for applicants working with children under 18 years of age, or vulnerable persons, certain financial institutions, law enforcement, and volunteers.

MTA CORE COMPETENCIES

Inspirational Leadership:

Takes initiative; acts decisively; creates an environment that motivates and challenges others; adapts to a variety of situations; develops fresh ideas that provide solutions to all types of workplace challenges; shares information, plans, develops, and implements our vision; promotes MTA's mission and values and models ways to achieve them.

Informed Decision Making:

Researches data to grasp issues, draw conclusions, and solve problems resulting in sound solutions that, when judged over time, are aligned with MTA's vision and mission; commits to action, even in uncertain situations, to accomplish organizational goals; identifies, assesses and manages risk while striving to attain objectives.

Transparency & Accountability:

Builds trust and respect through consistently honest and professional interactions; uses public funds and resources appropriately; approaches each situation with a clear perception of organizational and political realities; recognizes the impact of alternative courses of action; assures that effective controls are developed and maintained to ensure the integrity of the organization and its mission; seeks and builds strategic alliances and collaborative arrangements through partnerships to advance the mission of the organization; actively communicates decisions with stakeholders.

Respectful Relationships:

Helps create a work environment that embraces and appreciates diversity; treats others fairly without regard to race, sex, color, religion, or sexual orientation; recognizes differences as opportunities to learn and grow by working together; establishes and maintains constructive relationships; works to preserve the self-confidence and self-esteem of others; focuses on the situation, issue or behavior, not the person; takes initiative to make things better; models appropriate behaviors for others.

Personal Responsibility:

Demonstrates integrity, honesty and ethical behavior; personally acknowledges and accepts responsibility for meeting expectations and correcting mistakes; exhibits self-control and responds to feedback non-defensively; executes principles of workplace safety; complies with all safety policies and procedures; takes responsibility for efficient, effective use of time, equipment, and resources.

Outstanding Customer Service:

Provides accurate and timely information; understands and is responsive to our customers' objectives and needs; is accessible, provides timely and responsive replies to customer requests, e-mails, phone messages and mail; handles customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations; anticipates, assesses, responds to changing customer needs; consistently provides products and services that meet or exceed the expectations of the customers.