

FIRE DEPARTMENT SANTA CLARA COUNTY

PARTS & SERVICE SUPERVISOR

DEFINITION

Under the direction of the Director of Support Services or their designee, the Parts/Service Supervisor is responsible for planning, monitoring, and managing the orders, purchases, storage of, billing, issuing, and maintenance control of parts, equipment, accessories, and supplies utilized in the service and repair of Department vehicles and fire apparatuses; scheduling and coordinating the repair and maintenance required for Department owned vehicles and apparatuses; and supervising the work of mechanic staff as directed.

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

EXAMPLE OF DUTIES

Depending on the assignment, duties may include, but are not limited to, the following:

- Order and maintain an organized inventory of heavy equipment parts and automotive parts, equipment, accessories and supplies for maintenance and repair of department's diverse fleet of vehicles and equipment.
- Update parts, equipment, accessories, and supplies into work order system. Migrate records and pricing into work order system.
- Receive, inspect, and tag incoming shipments, ensuring all items meet quality and safety standards.
- Inspect and maintain bulk lubricant and fluid levels as required in the lube room.
- Research availability and prices of requested parts; keep abreast of new parts and product lines and maintain parts catalogues and repair manuals.
- Obtain competitive price quotes and select vendors based on technical specifications, cost-effectiveness, and delivery speed.
- Organize and process invoices based on received parts and services. Approve invoices for payment. Log in open purchase orders. Recommend increases in financing to Chief Fire Mechanic as appropriate.
- Maintain comprehensive records of parts and equipment warranties.
- Perform regular cycle counts and physical inventories to ensure database accuracy
- Interpret technical manuals, diagrams, and catalogs to ensure the procurement of correct components for complex fire machinery.
- Track and organize hazmat compliance items and permits for Shop locations: Battery cores, Tire waste, coolant and oil disposal, filter disposal, safety meetings, weekly facility inspections.
- Ensure the safe storage and disposal of hazardous materials and automotive fluids, tires, filters, and batteries.
- Perform cost estimating.
- Perform necessary duties in keeping storage facilities in a clean and orderly condition.

EXAMPLES OF DUTIES (continued)

- Maintain continuous contact with inventory suppliers.
- Manage the sale and disposal of surplus parts and vehicles through strategic coordination with internal departments and external auction/disposal partners.
- Operate materials handling equipment such as forklifts and pallet jacks, to move parts and heavy components safely.
- Drive department vehicle to pick up or deliver materials or parts to an off-site location.
- May provide training to personnel on applicable work systems and answer procedural and work-related questions.
- Plan, schedule, and assign priority to preventative maintenance and repair work for a diverse fleet of emergency and automotive vehicles.
- Track daily and weekly work progress of each technician to maintain operational continuity, and provide progress reports to the Chief Fire Mechanic during management absence.
- Coordinate with mechanic shop staff or outside vendors on necessary work with priority list and timeline for completion and write work order.
- Check, enter, and maintain information in work system regarding vehicle inspection and preventive maintenance schedules.
- Create and close work orders for vehicles when repairs or preventive maintenance are scheduled and update the database.
- Assure that repair, inspection, and preventive maintenance work is scheduled and prioritizes maintenance jobs according to established standards.
- Prepare monthly lists of vehicles due for preventive maintenance and work with Chief Fire Mechanic and appropriate department staff for coordination of service.
- Track and organize maintenance requirements as required by governing agencies and department requirements: smog checks, Opacity, Opacity machine servicing, annual services, aerial inspections, quarterly inspections, air sampling, annual compressor servicing, column lift services, forklift services, and hurst tool service.
- Maintain radio installation and repair schedule.
- Coordinate contracted repairs, warranty and recall work orders with third party vendors. Process invoices for repair work completed by outside vendors.
- Monitor vehicle telematics, including mileage and hour-meter readings, to trigger automated service alerts.
- Maintain all necessary records including updating the database when a vehicle is worked on and noting the type of services and/or repairs performed.
- Initiate and resolve issues with the California Department of Motor Vehicles and maintain vehicle registration and title information; coordinate approvals and handling of confidential license plates.
- Communicate with department staff when vehicles are scheduled for preventive maintenance or repairs and provide accurate, complete, and up-to-date information; make reminder calls as needed.
- Assist the Chief Fire Mechanic in supervising, training, directing, evaluating the work assignments and activities of the fire mechanic staff.

EXAMPLES OF DUTIES (continued)

- May be assigned as a Disaster Service Worker, as required.
- Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Graduation from high school or passing the General Education Development (GED) test.

Two years of experience in writing work orders, scheduling, and coordinating internal and external maintenance for a fleet, and three years of progressively responsible experience in managing a parts facility, in charge of ordering, purchasing, issuing, and inventory control of automotive and heavy equipment parts, accessories, and tools.

A Forklift Operator Certification is required within the first six months of employment, and must be maintained throughout employment.

Highly Desirable: Fire apparatus experience; state of California Class B commercial license with a tank endorsement and no "Air Brake" restriction. Must adhere to any drug and alcohol testing requirements as stipulated by the Federal Motor Carrier Safety Administration.

Medium/Heavy Truck Parts Specialist (P1), Automobile Parts Specialist (P2) are also highly desired for this position.

Experience in using a management information system.

Knowledge Of:

- Principles, practices, and techniques of supervision, leadership, training, and mentoring.
- Inventory maintenance principles including stocking and warehousing practices.
- Heavy equipment parts and automotive parts, equipment, and accessories used in the repair and maintenance of fleet vehicles.
- Automotive parts and equipment suppliers and vendors.
- Specialized knowledge of parts, assemblies, and repair procedures for automotive, trucks, and heavy vehicles.
- Procedures used in the receipt, tagging, and organization of materials and goods.
- Standard methods for inventory record-keeping and stock rotation (FIFO).
- Types and uses of specialized tools and parts required for heavy-duty diesel engines and emergency apparatus.
- Safety regulations regarding the operation of warehouse equipment and handling of hazardous materials.
- Vehicle repair and maintenance, parts, and repair terminology.
- Safe techniques for lifting, carrying, moving, and general safety precautions used to move materials and supplies.
- General knowledge of vehicle maintenance shop practices and equipment operations.

Knowledge Of: (continued)

- Regulations required by authorities having jurisdiction that pertains to automotive and emergency equipment repairs and maintenance.
- Basic mathematics.
- Office practices and procedures including filing systems.
- Computer applications such as word processing, spreadsheets, and/or management information system databases.
- Accurate recordkeeping practices.

Ability To:

- Effectively supervise, communicate, train, lead, plan, evaluate, coordinate, and direct the activities of Fire Mechanics.
- Demonstrate exceptional operational agility with the ability to rapidly recalibrate priorities to ensure uninterrupted, high-quality service delivery in a fast-paced environment.
- Exercise physical exertion in the movement of moderately heavy or bulky supplies or equipment.
- Monitor and coordinate the maintenance and requisition of a variety of heavy equipment parts, automotive parts and related supplies within the management information system.
- Use forklifts and other machinery used in the movement of heavy equipment or objects.
- Maintain accurate files and records including automated systems.
- Communicate effectively with vendors to resolve issues with part orders.
- Collect and record data.
- Compute simple arithmetic calculations.
- Provide lead direction and guidance, and train others in parts room terminology and procedures.
- Adapt to evolving technology in management information systems, fleet management and diagnostic software.
- May lead and train staff on procedures related to work.
- Schedule preventative maintenance and repair of vehicles and fire apparatuses.
- Confer with the Chief Fire Mechanic to establish priorities and make timely and accurate decisions.
- Use a keyboard with moderate speed and with a high level of accuracy.
- Read and understand computer printouts.
- Analyze information and plan effective courses of action.
- Understand and utilize rate schedules.
- Prepare clear and concise reports.
- Work independently

Ability To: (continued)

- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate effectively with mechanics and department staff to prioritize urgent repairs.

Working Conditions/Physical Demands:

Work is performed indoors and outdoors. The incumbent will have regular contact with staff and vendors during the course of work. The position may require prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, stooping, climbing, grasping, and repetitive hand movement and fine coordination. The incumbent should have normal manual dexterity and eye-hand coordination; and corrected hearing and vision to normal range, and must be able to lift, push, and pull objects weighing up to 50 pounds without assistance and 70 pounds with assistance. The incumbent will be driving department vehicles.

Required License: Possession of an appropriate California driver's license and a safe driving record is required.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint, background check and medical examination.