



Job Description SERVICE DEPARTMENT

Issue Date : 08/08/2014
Revision # : 1
Last Revised : n/a

Job Title: Vehicle Management Officer Full Time Non-Exempt Position

Prepared By	Date	Departmental Review	Date	Management Review	Date
HR Assistant	08/08/2014	Production Manager	08/08/2014	HR Director	08/08/2014

Description:

Inspects all vehicles entering the yard; stock, retail, warranty. Check for and record damages and obtains signature from drivers accepting vehicles. The VMO records the locations of vehicles in the lot, shuffling unit locations for accessibility to production needs. The VMO updates vehicle inventory status in System 2000 to represent current location. Reports to Service Manager.

Duties:

- Greets customers in a timely, friendly manner.
- Obtain customer and vehicle data by processing the check in form, and review vehicle history.
- Review vehicle history of all IC Buses in the On Command system, checking for updates and recalls.
- Write up vehicle complaints as detailed as possible, accurately and clearly check in form.
- Interview/question customer as needed to confirm the complaint or refer to service advisor, and/or shop foreman for test drive of vehicle to confirm complaint.
- Inspects all vehicles for body work, informs customer at the time of write-up, if work is needed and provides an estimate for body work.
- Update Systems 2000 unit inventory status and locations with accuracy.
- Document location of vehicle in the bus yard utilizing the parking diagram
- Communicate with foreman for production schedule daily to identify inventory status changes and ensuring production units are accessible.
- Perform final inspection of vehicle and obtain signature for release of vehicle.

Education/Experience Required:

- High School Diploma or equivalent and two years general office experience
- Excellent attention to detail and follow up skills
- CDL preferred, or willing to obtain upon hire. Clean DMV record.
- Willingness and ability to work as a team player
- Strong verbal and written communication skills
- General knowledge of office practices and procedures
- Self-starter, highly motivated and exhibits great initiative
- Computer literate (Word, Excel)

End of Document