



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

AUTOMOTIVE SERVICE TECHNICIANS AND MECHANICS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Automotive Service Technicians & Mech-B	U3023B	35	
Automotive Service Technicians & Mech-O	U3023O	40	
Automotive Service Technicians & Mech-A	U3023A	45	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Diagnose, adjust, repair, or overhaul automotive vehicles.

Nature of Work

Automotive service technicians and mechanics inspect, maintain, and repair automobiles and light trucks that run on gasoline, electricity, or alternative fuels, such as ethanol. They perform basic care maintenance, such as oil changes and tire rotations, diagnose more complex problems, and plan and execute vehicle repairs.

Automotive service technicians' and mechanics' responsibilities have evolved from simple mechanical repairs to high-level technology-related work. Today, integrated electronic systems and complex computers regulate vehicles and their performance while on the road. This increasing sophistication of automobiles requires workers who can use computerized shop equipment and work with electronic components while maintaining their skills with traditional hand tools. Technicians must have an increasingly broad knowledge of how vehicles' complex components work and interact. They also must be able to work with electronic diagnostic equipment and digital manuals and reference materials.

Service technicians use a variety of tools in their work. They use power tools, such as pneumatic wrenches, to remove bolts quickly; machine tools like lathes and grinding machines to rebuild brakes; welding and flame-cutting equipment to remove and repair exhaust systems; and jacks and hoists to lift cars and engines. They also use common hand tools, such as screwdrivers, pliers, and wrenches, to work on small parts and in hard-to-reach places.

Computers are also commonplace in modern repair shops. Service technicians compare the readouts from computerized diagnostic testing devices with benchmarked standards given by the manufacturer.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

AUTOMOTIVE SERVICE TECHNICIANS AND MECHANICS

Basic

- Employees in this Role assist with inspection and routine repair of vehicles.
- Employees change oil, filters; inspect condition of belts, hoses, electrical system, brake linings, tires and wheel bearings, replacing batteries, windshield wipers, fluids, and shocks if necessary; may steam clean engines; and clean interior and exterior of vehicles.

Recommended Education and Experience for Full Performance

High School Diploma or GED and six (6) months of experience as an automotive service technician or mechanic in a maintenance facility or repair shop setting, including the use of computerized diagnostic equipment.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role Independently perform vehicle maintenance and repair.
- Employee overhaul gasoline and diesel engines; install clutches; realign front ends; perform necessary welding; disassemble and reassemble engines; inspect parts for wear and damage; repair and replace damaged parts; overhaul regulator and starter systems; rebuild carburetors, fuel pumps, water pumps, distributor, air conditioner, brake system, front and rear suspension, steering and exhaust systems; operate diagnostic equipment; replace windows and windshields; keep records of inventory needed; order parts when necessary; and perform road tests.

Recommended Education and Experience for Full Performance

High School Diploma or GED + ASE certifications in 2 systems and one (1) year of experience as an automotive service technician or mechanic in a maintenance facility and/or repair shop setting, including the use of computerized diagnostic equipment.

Minimum Qualifications

High School Diploma or GED and six (6) months of experience as an automotive service technician or mechanic in a maintenance facility and/or repair shop setting, including the use of computerized diagnostic equipment.

Advanced

- Employees in this Role perform the most complex repair functions.
- Employees repair and service electrical and ignition systems, hydraulic systems, and wiring systems; repair all types of body frame systems.
- Employees may conduct road tests on vehicles, may conduct compliance tests on vehicle service centers or repair shops, and act as a liaison for the local vendors when outside parts or service are needed.
- Employees provide training and technical assist to less experienced mechanics.

Recommended Education and Experience for Full Performance

High School Diploma or GED + ASE Certification as a Master Mechanic and two (2) years of experience as an automotive service technician or mechanic in a maintenance facility and/or repair shop setting, including the use of computerized diagnostic equipment.

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Minimum Qualifications

High School Diploma or GED + ASE Certifications in 2 systems and one (1) year of experience as an automotive service technician or mechanic in a maintenance facility and/or repair shop setting, including the use of computerized diagnostic equipment.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Mechanical — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Engineering and Technology — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Skills

Repairing — Repairing machines or systems using the needed tools.

Operation and Control — Controlling operations of equipment or systems.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Operation Monitoring — Watching gauges, dials, or other indicators to make sure a machine is working properly.

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Troubleshooting — Determining causes of operating errors and deciding what to do about it.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Equipment Selection — Determining the kind of tools and equipment needed to do a job.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.