



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

AUTOMOTIVE SERVICE TECHNICIAN AND MECHANIC SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Automotive Service Tech. & Mech. Supv.	U3023S	50	

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

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Diagnoses, adjusts, repairs, or overhauls automotive vehicles.

Nature of Work

Automotive Service Technician and Mechanic Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and inspects, maintains, and repairs 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.

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Distinguishing Characteristics of Levels

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- Writes in a clear and concise manner.
- 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, one (1) year of which must be supervisory.

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

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

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

Customer and Personal Service — Knowledge of principles and processes for providing

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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

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

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.

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.

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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: N/A

Established: 04/27/12 **Revised:**

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

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.