



Career Service Authority

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Tow Truck Operator

GENERAL STATEMENT OF CLASS DUTIES

Operates light weight tow truck recovering disabled police units and makes minor repairs to keep unit in operation.

DISTINGUISHING CHARACTERISTICS

The Tow Truck Operator operates light weight tow truck and makes minor repairs to keep automotive unit in operation whereas the Equipment Operator operates light to medium size equipment in the performance of a variety of construction and maintenance activities. The Equipment Operator Specialist performs full performance work operating medium to heavy (double axle) specialized equipment in a variety of construction and maintenance activities.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs lead work over auto service center personnel.

ESSENTIAL DUTIES

Recovers disabled police units.

Inspects and makes minor repairs on vehicles. These include belts, hoses, lights, emergency equipment, fuel systems and accessories.

Assists service technicians making minor repairs on fittings and checks all vehicle fluids and adds fluids as needed. Checks for worn and inoperative components in cooling, lighting, electrical, braking and steering systems.

Enter date in computer completing records and checks vehicles for service due/overdue, current emissions sticker, and current license tabs.

Exercises lead work over automotive service technicians performing minor repairs and searching of vehicles.

Washes and cleans vehicles using proper safety precautions and disposes of contaminated items properly.

Changes and balances tires; examines tires for signs of wear that would indicate alignment problems.

Services batteries and cables.

Inspects tow truck making pre-trip checks to ensure vehicle is safe.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Interpersonal Skills- Considers and responds appropriately to the needs, feelings, and capabilities or others; adjusts approaches to suit different people and situations; may deal with people who are difficult, hostile or distressed.

Oral Communication- Expresses information to individuals or groups effectively taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues and responds appropriately.

Reading- Understands and interprets written materials including technical material, rules, regulations, instructions and applies what is learned from written materials to specific situations.

Writing- Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner, produces written information which may include technical material that is appropriate for the intended persons.

Integrity/Honesty- Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; is trustworthy.

Computer Systems- Utilizes a computer to retrieve data.

Knowledge of tow truck operations in order to recover disabled police units and make minor repairs to keep unit in operation.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of tow truck safety sufficient to be able to perform pre-trip safety inspections.

Knowledge of supervision principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of chemicals and cleaning agents sufficient to be able to maintain a clean work area and equipment.

Skill in operating a light weight tow truck.

Skill in minor vehicle repair and preventive maintenance.

Skill in using hand and power tools common to automotive mechanics.

Skill in understanding and applying oral, written, illustrated or demonstrated instructions.

Skill in changing, balancing and inspecting tires for wear damage.

Skill in the use of computers for data entry and retrieval.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: expressing or exchanging ideas by means of spoken words.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object 25-100 pounds.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Working Environment:

Temperature changes: variations in temperatures from hot to cold.

Education Requirement:

Requires graduation from high school or possession of a GED Certificate.

Experience Requirement:

One year of work experience performing minor repairs on automobiles.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid Colorado Driver's "R" License at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 9/16/95

REVISED DATE: 7/16/03

REVISED BY: Jayne Lujan

CLASS HISTORY As a result of an annual classification maintenance review class specification was revised into new format.