



# Career Service Authority

## Vehicle Support Technician

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### GENERAL STATEMENT OF CLASS DUTIES

Incumbents in this class clean, disinfect, and restock ambulances and work as part of a team to prepare ambulances for service in the field.

### DISTINGUISHING CHARACTERISTICS

The *Vehicle Support Technician* class, under direct supervision, cleans, disinfects and restocks ambulances (excluding the medical supplies restocked by paramedics); assists with inventory and restocking of Paramedic Division central stockroom; drives ambulances in non-emergency mode to repair facilities and performs routine maintenance checks on hospital vehicles.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work, without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Cleans and disinfects the patient, storage and driver's compartments of hospital ambulances, detox vans, ambulance equipment and supervisor vehicles.

Cleans exteriors of hospital ambulance, detox vans and supervisor vehicles.

Inventories and restocks hospital ambulances (excluding the medical supplies restocked by paramedics) and supervisor vehicles.

Performs routine maintenance checks on hospital vehicles, including: fluid levels, tire pressure, running lights, emergency lights, and audible warning devices.

Refuels vehicles.

Drives vehicles to repair/maintenance facilities.

Assists with inventory and restocking of Paramedic Division central storeroom.

Cleans and organizes Paramedic Division garages and storage areas.

Performs routine maintenance on ambulance cots.

Performs other related duties as assigned or requested.

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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:***

**Vehicle Maintenance** – Knowledge of motor vehicle engines, parts, and systems, including their designs, uses, repair, and maintenance.

**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.

**Vehicle Operation** – Knowledge of procedures for operating motor vehicles, including cars, trucks, or watercraft.

**Reading** – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Self-Management** – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Technical Problem Solving** – Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

**Interpersonal Skills**– Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Technology Application** – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

**Self-Esteem** – Believes in own self-worth; maintains a positive view of self and displays a confident, capable image.

**Mechanical** – Knowledge of machines and tools, including their designs, installation, uses, repair, and maintenance.

**Decision Making** – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action even, even in uncertain situations, to accomplish organizational goals; causes change.

**Oral Communication** – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a brief, clear and organized manner; produced written information, which may include technical material, that is appropriate for the intended audience.

**Arithmetic** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with uncertainty.

**Eye-Hand Coordination** – Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects).

**Teaching Others** – Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

**Agility** – Bends, stretches, twists, or reaches out with the body, arms, or legs.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

### ***Physical Demands:***

Crouching: bending body downward and forward by bending legs

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

Fingering: picking, pinching or otherwise working with the fingers

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

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

Lifting: raising or lowering an object 25-50 pounds

Pushing: exerting force upon an object so that the object is away

Pulling: exerting force on an object so that it is moving to the person

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

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

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

Hearing: perceiving the nature of sounds by the ear.

Near vision: ability to see details at close range (within a few feet of the observer).

Accommodation: ability to adjust vision to bring objects into focus

Color vision: ability to distinguish and identify different colors

Depth perception: ability to judge distance and space relationships

Far acuity: ability to see clearly at 20 feet or more

Field of vision: ability to see peripherally

### ***Working Environment:***

Extreme cold: temperature cold enough to cause marked bodily discomfort

Extreme heat: temperature hot enough to cause marked bodily discomfort

Temperature changes: variations in temperature from hot to cold

Wet: frequent contact with water or other liquid

Noise: sufficient noise to cause distraction or possible hearing loss

Hazards: conditions where there is danger to life, body, and/or health

Atmospheric conditions: conditions that affect the skin or respiratory system

***Education Requirement:***

Graduation from high school or possession of a GED certificate and basic computer skills.

***Experience Requirement:***

None.

***Education/Experience Equivalency:***

None.

***Licensure and/or Certification:***

Possession of a valid Colorado Class "R" Driver's License and a clean driving record at the time of appointment. Driver's license must be kept current as a condition of continued employment.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 08/01/2005

***REVISED DATE:***

***REVISED BY:*** Earline Hill

***CLASS HISTORY:*** This class specification was created during the Denver Health Paramedic Division reorganization.