



**CHOCTAW REGIONAL TRANSPORTATION AND
MAINTENANCE FACILITY - STATE GRANT**

390 INDUSTRIAL PARK, SUITE I
CHOCTAW, MS 39350

ADMINISTRATION: 601-650-7433 / 7428; MAINTENANCE SHOP: 601-650-7353 / 7426
OPERATION TRANSIT: 601-650-7417 / 7430; FLEET MANAGEMENT 601-650-7429
FAX 601-650-7442

JOB ANNOUNCEMENT # 418055

POSITION TITLE: Automotive Service Writer
OPENING DATE: AUGUST 02, 2024 ~~AUG 02 2024~~
CLOSING DATE: AUGUST 16, 2024 OR UNTIL FILLED
SALARY: Tribal Salary Grade 07
SUPERVISOR: Automotive Service Manager, Community Regional
Transportation and Maintenance Facility
EMPLOYMENT TYPE: Regular Full time; Non-exempt
JOB LOCATION: Community Regional Transportation & Maintenance Facility

SCOPE OF SERVICE AND EFFECT:

The Automotive Service Writer at Choctaw Transit is required to work closely with Tribal Program Directors and Managers, as well as with Regional Public and Private transportation service providers. The focus is to ensure proper preventive maintenance, timely repairs, cost-effective work, and limited down-time. Customer service is a top priority at Choctaw Transit. The Service Writer greets the customer upon arriving for a service appointment and discusses all problems or concerns about the vehicle. The Service Writer takes all necessary information from customers, vehicle info, and concerns, asking diagnostic questions to confirm and identify any issues.

RESPONSIBILITIES AND DUTIES:

1. Initiates automotive services and repairs by ascertaining performance problems and services requested and listens to customer's description of vehicle symptoms.
2. Verifies warranty and service contract coverage along with recall warranties.
3. Assist with Automotive Service Manager in assigning work order to mechanics.
4. Writes up and records repair orders.
5. Maintains vehicle maintenance records; examine service schedules.

6. Maintains knowledge about company warranties and assists the shop manager with claim procedures and processes.
7. Schedules clean-up of vehicles.
8. Communicates effectively with GSA and MDOT Public Transit officials. Also with Ford, Chevy, Dodge, Goshen Bus, International School Busses, Carrier, AC, Braun, Ricon, and many other manufacturers of vehicles and after-market equipment that is added on to certain vehicles. This communication may be complex and is very important, especially when warranty issues arise.
9. Attends all training as required or needed.
10. Focuses on customer relationships and satisfaction.
11. Assists the Accounting Tech in notifying customers on past due invoices.
12. Act as a backup in assisting with work orders.
13. Performs other duties as assigned by Supervisor.

QUALIFICATIONS:

1. Must have experience in automotive maintenance, customer service.
2. Computer skills/literacy and knowledge.
3. Must have a valid Class R Driver's License and current vehicle insurance.
4. Must possess High school diploma or a minimum of a GED.
5. Fluency in both Choctaw and English preferred.
6. Preference will be given to qualified Native American applicants.
7. Must have liability insurance on personal vehicles in compliance with Mississippi law.
8. Due to the nature of the position for *on call*, you must have access to a telephone or cell phone.
9. Communicates and works cooperatively with supervisor and other employees of the program.
10. Complies with the Mississippi Band of Choctaw Indians' and FTA Drug and Alcohol Testing Policy.

NOTE: The Administrative Personnel Policy and Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section 11, (A), have been revised and approved as follows:

Further bolstering this Native American preference, to promote employment of MBCI members, it is the policy of MBCI to employ person(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained, or upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case by case by basis.

The Authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and then Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for; or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by the Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which the waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources
P.O. Box 6033, Choctaw Branch
Choctaw, MS 39350