



DeKalb County
School District

Service Advisor

Reports to:	Manager, Shop	FLSA Status:	Non - Exempt
Department:	Transportation	Structure/Grade:	Unified 117
Division:	Operations	Workdays:	246
Retirement:	Teachers Retirement System		

Position Summary

Performs basic technical tasks to coordinate repair work orders, facilitates communication regarding mechanical issues and breakdowns, ensures compliance with state inspection requirements, and coordinates maintenance services. Performs duties under moderate supervision as an intermediate-level individual contributor.

Essential Job Duties

- Completes routine and sometimes more robust tasks as assigned in a timely manner.
- Coordinates fleet department operations, including scheduling vehicle repairs, maintaining work order systems, and dispatching mechanics to address issues with vehicles.
- Oversees the assignment of work orders to shop mechanics and provides necessary support to ensure efficient fleet operations.
- Maintains effective communication with drivers and staff through radio and telephone systems, addressing mechanical issues and coordinating special needs transportation.
- Organizes fuel and tire orders for the fleet while managing inventory levels to meet operational demands.
- Updates and maintains accurate vehicle records in the system, including adding new vehicles as required.
- Coordinates the transfer of buses between locations as needed, ensuring minimal disruption to services.
- Answers phone calls promptly for support and inquiries related to fleet operations, providing assistance where necessary.
- Operates two-way radio communications effectively when required for coordination of fleet activities.
- Follows established standard operating procedures and systems to accomplish tasks.
- Performs other duties as assigned.

Qualifications

- Associate degree in Office Management, Records Management, or related field or high school diploma with some additional continuing education through a certification program with 3 – 6 years of related experience required.

Knowledge, Skills, and Abilities

- Knowledge of RTA program usage and system
- Knowledge of fuel operations systems, key management, tire sizes, and new vehicle specifications
- Knowledge of methods, materials, tools, equipment, and practices used in mechanical maintenance
- Understanding of relevant occupational hazards and safety precautions
- Ability to solve problems within defined parameters and under clearly established processes



- Effective oral, written, and interpersonal communication skills
- Good computer skills, including the ability to use all relevant software.
- Ability to maintain records
- Ability to diagnose and repair issues with 4-cycle and 2-cycle engines and equipment
- Ability to manage inventory
- Ability to operate appropriate power and hand tools
- Ability to detect defects in equipment and make proper repairs or adjustments
- Ability to interpret and work from schematic diagrams and drawings

Physical Demands and Work Environment

- Constantly operates and inspects mechanical equipment.
- Constantly positions self to use, inspect, clean, or repair tools and machinery.
- Constantly observes details at close range.
- Frequently required to exchange accurate information.
- Frequently remains in a stationary position.
- Frequently moves tools and equipment weighing up to 50 pounds across the facility.
- Frequently operates a motor vehicle safely and legally, in accordance with applicable state and federal transportation laws.
- Occasionally moves tools and equipment weighing up to 75 pounds across the manufacturing floor.
- Occasionally ascends/descends machinery and equipment to repair/service.
- Must have a valid driver's license and clean driving record.
- Constantly exposed to loud noise levels.
- Constantly exposed to moving mechanical parts.
- Occasionally exposed to mechanical oils, vibration, and risk of electrical shock.

By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: _____ Date: _____

Disclaimer: Information contained within this position specification only summarizes information for interested individuals. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. If there is a discrepancy between the information in this position specification and the current documents obtained in the Division of Human Resources, the latter will always govern. The DeKalb County School District reserves the right to modify, alter, or discontinue these reference materials for any reason.

Reviewed/Revised: 11/25/2025