

Warranty Administrator Competency Profile

Duties		Competencies				
A	Process Open/ Closed Repair Orders	A-1 Verify customer vehicle information	A-2 Check vehicle for open recalls/TSBs	A-3 Review repairs and parts for authorization	A-4 Verify corrective actions and component information	
		A-5 Verify technician time and parts billing	A-6 Facilitate extended service contracts			
B	Process Warranty Claims, Parts, and Payments	B-1 Prepare warranty claims	B-2 Process warranty claim documents	B-3 Process defective warranty parts	B-4 Process warranty payments	
C	Maintain Customer and Manufacturer Relations	C-1 Negotiate payment responsibility	C-2 Explain repair and warranty status	C-3 Follow-up on open recalls and TSBs	C-4 Mediate resolutions between customer and manufacturer	
		C-5 Report quality concerns to manufacturers				
D	Perform Administrative Tasks	D-1 Monitor department budget, profit, and loss	D-2 Maintain warranty files and correspondence	D-3 Review repair rates and times	D-4 Request manufacturer labor rate increase	D-5 Maintain work flow and communications
		D-6 Notify manufacturer of potential lemon law repairs				
E	Pursue Training and Professional Development	E-1 Update dealership personnel	E-2 Conduct OJT for support staff	E-3 Obtain manufacturer and industry certification		

These competencies represent actual Learning Guide titles for the Warranty Administrator position. RVDA certification requires achievement of all the 24 competencies listed.

Developed by:



Sponsored by:



Service Writer/Advisor Competency Profile

Duties		Competencies				
A	Satisfy Customer Requirements	A-1 Determine customer's service needs	A-2 Generate repair order with customer	A-3 Recommend additional unit services	A-4 Perform quality check & repair order review	A-5 Process customer requests & difficult issues
B	Coordinate Customer Appointments	B-1 Pre-write customer's repair order	B-2 Order parts & request pre-authorizations	B-3 Confirm customer appointment & drop off information		
C	Maintain Daily Operations	C-1 Open/close service department	C-2 Review open repair orders & customer records	C-3 Update the daily service schedule	C-4 Review productivity, authorizations, & satisfaction reports	
		C-5 Maintain work area, filing, & process payments				
D	Coordinate Technician Workload	D-1 Dispatch carryover work to technicians	D-2 Reassign work to technicians			
E	Coordinate With other Departments	E-1 Coordinate with sales department & the orientation process		E-2 Coordinate with parts, warranty, & detail departments	E-3 Arrange for sublet repairs & payments	
F	Participate in Professional Development	F-1 Participate in professional development				

These competencies represent actual Learning Guide titles for the Service Writer/Advisor position. RVDA certification requires achievement of all the 19 competencies listed.

Developed by:



**CENTER ON
EDUCATION AND TRAINING
FOR EMPLOYMENT**



Sponsored by:



Service Manager Competency Profile

Duties		Competencies				
A	Manage Service Department Work Flow	A-1 Review work status	A-2 Review customer appointment schedule	A-3 Assign repair orders	A-4 Monitor repair orders and work in progress	A-5 Review repair orders and parts needed
B	Provide Customer Service	B-1 Provide customer hospitality/follow-up	B-2 Survey customer satisfaction	B-3 Provide customer courtesy assistance	B-4 Participate in community events & charities	
C	Generate Service Department Revenue	C-1 Market service specials	C-2 Determine service options/referrals	C-3 Create an incentive upsell program	C-4 Manage technician time and pay	C-5 Initiate trade agreements
		C-6 Maintain stock units				
D	Review Administrative Reports	D-1 Review profit and loss report	D-2 Review open repair order report	D-3 Review productivity and efficiency reports		
E	Manage Human Resources	E-1 Hire qualified employees	E-2 Manage employee work schedule and files	E-3 Evaluate employee performance		
F	Supervise Support Staff	F-1 Set service productivity goals	F-2 Manage support staff work			
G	Train Service Department Staff	G-1 Plan service department training	G-2 Provide service department training			
H	Promote Public Relations	H-1 Maintain facility & staff professional appearance	H-2 Maintain relationships with the community and industry organizations			
I	Perform Administrative Activities	I-1 Perform shop and fleet maintenance	I-2 Maintain shop safety & security	I-3 Perform shop administrative tasks	I-4 Inventory shop equipment	I-5 Develop service department budget

These competencies represent actual Learning Guide titles for the Service Manager position. RVDA certification requires achievement of all the 32 competencies listed.

Developed by:



Sponsored by:



Parts Manager/Parts Specialist Competency Profile

Duties		Competencies*				
A	Merchandise The Store	A-1 Develop store layout	A-2 Develop merchandising layout	A-3 Maintain store appearance		
B	Market Parts & Accessories	B-1 Provide marketing materials	B-2 Conduct special marketing events	B-3 Develop promotional materials	B-4 Develop competitive product offerings	B-5 Develop supplier alliances
C	Manage Parts Inventory	C-1 Maintain inventory system	C-2 Manage parts ordering process	C-3 Control parts inventory and theft	C-4 Update parts inventory	
D	Sell Parts & Accessories	D-1 Prepare for daily and end-of-day operations	D-2 Provide customer service	D-3 Enhance product sales	D-4 Manage special orders & lost parts sales	
E	Manage Customer Relations	E-1 Maintain customer profile	E-2 Keep customers informed	E-3 Process customer feedback		
F	Manage Human Resources	F-1 Recruit new employees	F-2 Assign & train qualified staff	F-3 Comply with legal requirements	F-4 Manage employee performance	
G	Manage Financial Resources	G-1 Prepare sales projections and inventory forecasts	G-2 Create parts department budget	G-3 Analyze financial reports	G-4 Control inventory expenses	G-5 Reconcile ledger to parts value
H	Perform Administrative Functions	H-1 Develop standard operating procedures	H-2 Troubleshoot daily issues	H-3 Create quote book	H-4 Maintain equipment, files, & library	H-5 Perform administrative tasks
I	Pursue Professional Development	I-1 Participate in professional development				

*These competencies represent actual Learning Guide titles. The Parts Manager position requires achievement of all the 34 competencies listed. The Parts Specialist is expected to achieve the 22 competencies that are shaded.

Developed by:



Sponsored by:

