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			
В	Market Parts & Accessories	rts & marketing		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	Parts & 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	
Н	Perform Administrative Functions	H-1 Develop standard operating procedures	H-2 Trouble- shoot 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.

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Service Manager Competency Profile

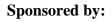
	Duties	← Competencies —				
A	Manage Service Department Work Flow A-1 Review work status		A-2 Review customer appointment schedule	A-3 Assign repair orders	A-4 Monitor repair orders and work in progress	A-5 Review repair orders and parts needed
В	Provide Customer Service	B-1 Provide customer hospitality/ follow-up	B-2 Survey customer satisfaction	B-3 Provide customer courtesy assistance	B-4 Participate 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			
\mathbf{G}	G-1 Plan service Department Staff G-1 Plan service department training		G-2 Provide service department training			
н	Promote Public Relations	H-1 Maintain facility & staff professional appearance	H-2 Maintain re the community a organizations			
Ι	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.

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Service Writer/Advisor Competency Profile

	Duties	← Competencies →								
A	Satisfy Customer Requirements	A-1 Determine customer's service needs	customer addit		A-3 Recommaddition services	al unit	1 2		A-5 Process customer requests & difficult issues	
В	Coordinate Customer Appointments	B-1 Pre-write customer's repair order	B-2 Or parts & pre- authori	request	B-3 Co appoints informa					
C	Maintain Daily Operations	C-1 Open/ close service department	C-2 Review open reporders & customer records			daily se	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	sales departmen			ordinate with varranty, & detail nents		E-3 Arrange for sublet repairs & payments	e		
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.

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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	ew A-4 Verify corrective actions and component information		
		A-5 Verify technician time and parts billing	A-6 Facilitate extended service contracts				
В	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 corres- pondence	D-3 Review repair rates and times	D-4 Request manufacturer labor rate increase	D-5 Maintain work flow and communica- tions	
		D-6 Notify man potential lemon l					
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.

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