

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.

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