

Job Descriptions

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LOT AND CLEAN UP PERSONNEL

Job Description

- Move recreation vehicles around the yard and into the shop for service
- Maintain the lot and keep buildings clean
- Wash the outside of units

Education

- High school education is an asset but not required. This job is suitable for students
- This job may be suitable for someone interested in part time work
- A driver's license and driving abstract is required for those who will be driving tractors and units on the lot
- This job can be an entry-level position for students who wish to start their career in the RV field

Skills

- Initiative and able to apply one self
- Motivated for laborious tasks
- Good general health and physical ability
- Ability to work with a team
- Willingness to learn

UNIT CLEANER

Job Description

- Clean the interior of the recreational vehicles, including steam cleaning carpets, dusting, cleaning windows, kitchens and bathrooms
- May be asked to periodically wash the exterior of units

Education

- High school education is an asset but not required.
- This job can be an entry-level position for students, to start their career in the RV field.
- A unit cleaner will see a high volume of numerous kinds of RV's and therefore will become familiar with the location of components among a wide variety of units.
- This job may also be suitable for individuals who are interested in part time or seasonal work.
- The employer will provide all training.

Skills

- Self directed initiative, able to apply one self
- Ability to work with a team
- Willingness to learn
- Ability to work with limited supervision and able to see the job through
- Takes pride in work
- Good general health and physical ability

DETAILER

Job Description

- Clean the interior of the recreational vehicles, including steam cleaning carpets, dusting, cleaning windows, kitchens and bathrooms
- May be asked to periodically wash the exterior of units
- Enhances the appearance of RV's to increase their sale value
- Paints frames, hitches, steps and jacks
- Adds/removes decals, removes and re-applies sealants, minor cosmetic repairs (including moldings, fender skirts and other general appearance items).

Education

- High school education is an asset but not required
- Basic shop skills are an asset
- Detailers who show competency for minor repairs may move on to apprenticeship programs from this position
- This job can be an entry-level position for students to start their career in the RV field.
- A detailer will see a high volume of numerous kinds of RV's and therefore will become familiar with location of components among a wide variety of units
- This job may also be suitable for someone interested in part time work
- The employer will provide all training

Skills

- Takes pride in work
- Pays attention to detail
- Able to take direction and see a job through with limited supervision
- Willingness to learn
- Good general health and physical ability

ACCESSORY INSTALLER

Job Description

- Accessory installers assist apprentices and journeymen in the installation of major components
- Installs basic RV components such as roof vents, wheel caps, sidewall vents and compartment doors
- Assist technicians in laborious jobs such as slide toppers, awnings, hydraulic leveling systems, generators and hitches
- Exposed to a high volume of numerous kinds of RV's and therefore will become familiar with location of components among a wide variety of units

Education

- High school education is an asset but not required
- Basic shop skills are an asset
- Detailers show some competency for minor repairs and many move on to apprenticeship programs from this position
- This job can be an entry-level position for students to start their career in the RV field.
- This job may also be suitable for someone interested in part time work.
- The employer will provide all training.

Skills

- Reasonable mechanical skills
- Pays attention to detail
- Ability to work independently and able to see the job through
- Ability to work with a team
- Pride in work
- Good general health and physical ability

APPRENTICE TECHNICIAN

Job Description

- Works under the guidance of a journeyman and performs maintenance of propane & electrical appliances, minor plumbing and carpentry

Education

- Basic shop skills
- High school diploma

Skills

- Background knowledge in subjects such as electricity, gas fitting, carpentry, plumbing, mechanics, and sheet metal are particularly beneficial for prospective apprentices in this trade.
- If you choose to enroll in the education program to become a journeyman, an apprenticeship program for a recreation vehicle service technician is 24 weeks of technical training, taken over a 3-4 year period, depending on the province. This includes a minimum of 1600 hours of on-the-job training.
- The Red Seal Program was established to provide greater mobility across Canada for skilled workers. Through the program, apprentices who have completed their training and certified journeypersons, are able to obtain a "Red Seal" endorsement on their Certificates of Qualification and Apprenticeship by successfully completing an Inter-provincial Standards Examination. More information can be found at www.red-seal.ca.

RV SERVICE TECHNICIAN

Job Description

- Recreation vehicle certified technicians examine, troubleshoot and diagnose units needing repair and maintenance. They install, repair and maintain interior and exterior components on motor homes, travel trailers, fifth wheel trailers, truck campers, tent trailers and van conversions.
- Duties may include: installation of accessories; performing pre-delivery inspections; reading and writing repair orders; troubleshooting, repair and maintenance on propane gas and electric appliances such as furnaces, refrigerators, water heaters, ranges and air conditioners; repairs to fiberglass, body and structural components; and the ability to install, repair, replace and maintain roofs, siding, windows, doors, vents, awnings, floor coverings, cabinets, counters, plumbing systems, electrical systems, propane gas systems, batteries and charging systems.
- While they do not repair engines or drive train components of motorized vehicles, they may install trailer and fifth wheel hitches, wire tow vehicles and perform maintenance and repairs on trailer frames, undercarriage and suspension.
- Use testing equipment, troubleshooting techniques, manufacturers' specifications, and Internet websites to assist in locating faults and performing repairs
- Use manuals, catalogues and Internet websites to order repair parts and components
- Use computerized and electronic devices for testing components
- Communicate with supervisors, manufacturers and consumers to ensure timely, efficient and economical repairs.

Education

- Several programs exist for RV service training such as factory training, service schools and certification programs through attendance of a trade college or through distance learning.

Skills

- Good manual dexterity and balance while working off the ground
- The ability to periodically lift in excess of 25 kilograms
- Mechanical, electrical and electronics aptitude; troubleshooting and problem-solving capabilities
- Good communication, organizational and learning skills
- The desire to upgrade and learn new skills as technology advances
- The ability to work independently and as a team member
- Pride in workmanship and the desire to attain a superior level of expertise
- Desire to be challenged with a variety of tasks that are rarely repetitious in nature

PARTS MANAGER

Job Description

- Responsible for interviewing, hiring, and training parts employees
- Plan, assign, and direct parts personnel
- Appraise performance
- Coach and mentor employees
- Address complaints and resolve problems
- Complete a summary of daily sales
- Manage parts inventory
- Confer with service manager for required shop parts
- Approve parts inventory purchases and stay informed of all of the latest innovations
- Liaison between the dealership and suppliers
- Set stock levels and selection of items for weekly orders
- Responsible for all aspects of inventory control including replenishment, stocking, cycle counting, and physical inventory
- Flexibility to work outside normal work hours/weekends, as required
- Communicate well with management from Sales and Service departments
- Responsible for the profitability of the parts department
- Responsible for marketing parts and accessories

Education

- Basic business administration knowledge is required
- Previous retail sales experience is an asset, but not required
- Management experience is an asset

Skills

- Administrative skills and ability
- Capable of efficient planning and organizing
- Must be able to supervise and get along with others
- Good health and physical mobility
- Stable under pressure
- Problem solver
- Comfortable with details
- Pleasant personality
- Creative
- Flexibility to work outside normal work hours/weekends, as required
- Maintain a positive atmosphere and image

PARTS SALES PERSONNEL

Job Description

- Assist in retail customer purchases
- Knowledge of the location of all parts and some knowledge of uses and installation techniques
- Ensure customer satisfaction through efficient and timely processing of parts orders within the guidelines of company policies and procedures and by checking parts availability
- Verify prices and enter orders into computer
- Analyze customer requests for parts; provide parts information and prices from service manuals, reference materials and computer
- Ability to provide substitute parts information for obsolete/upgraded parts based on experience and outstanding orders
- Responsible for following up on back orders by checking with other parts personnel and sources to determine status of orders and provide answers to customers
- Establish a good relationship with distributors, dealers, service centres and consumers in order to notify them of parts availability and shipment dates determined by tracking orders and/or invoices through the computer system.

Education

- Minimum Grade 12 education
- Good knowledge of product and mechanical/electrical parts
- The employer will provide all training

Skills

Good telephone manner and customer service abilities are required. The ability to read service manuals/schematics is an asset, as are basic computer skills. Other traits include:

- Personable
- Good listener
- Good sales skills
- Problem solver
- Comfortable with details
- Pleasant personality
- Good telephone manner

STOCK INVENTORY PERSONNEL

Job Description

- Control shipping and receiving of parts and accessories
- Monitor inventory and updating the retail purchasing area
- Advise management on parts/accessory inventory levels
- Restock shelves
- Maintain a clean and safe warehouse environment
- Inventory counts and deal direct with parts manager regarding inventory status
- Build displays and assist in part sales when required

Education

- Training will be provided by the employer, but warehouse experience an asset.
- Minimal parts knowledge is an asset.

Skills

Stock inventory personnel need teamwork skills, and also the ability to work individually. Lifting parts and equipment will be required.

- Capable of working independently
- Good judgment
- Appreciation for detail work
- Aptitude for clerical work
- Results oriented
- Good health and physical mobility

SERVICE WRITER

Job Description

- Meet & confer with all service customers
- Complete service orders
- Delegate work to technicians from work orders
- Perform estimates for time and parts required
- Complete work order once service is complete
- Collect payment for work done
- Some service writers many specialize in their job and become warranty administrators, where they are the liaison between the customer and factory while a unit is under warranty. As the liaison they must be sympathetic to the customer's issues and needs, and the factories abilities and limitations

Education

- Industry experience is an asset
- Basic RV technical knowledge is an asset

Skills

- Good telephone skills
- Customer service skills essential.
- Problem solving skills and basic computer skills are an asset.

SERVICE MANAGER

Job Description

- Schedule work in and out of shop
- Hire, supervise and direct all apprentices and service technicians
- Ensure that all parts, tools & time are available for technicians to complete the work
- Responsible for a safe and clean work environment
- Ensure that all technicians, regardless of experience, receive training and upgrading
- May assist in warranty liaison with manufacturers
- Provide estimates and quote repair work
- Track technician productivity
- Responsible for ensuring the profitable operation of the service department at maximum production while controlling costs, building a loyal clientele, maintaining good employee relationships, setting and maintaining sales and profit objectives, and maintaining service records
- Ensure a balance between efficiency, labor rates and expenses
- Direct service writers as to which technicians do which jobs
- Clarify and attempt to correct reasonable customer dissatisfactions
- Maintain a neat and clean shop

Education

- Technical background or experience is essential
- Technicians who show a desire for a management position often fill this position
- The employer can provide management training

Skills

- Technical RV service knowledge
- Team leader
- Maintain a positive atmosphere and image
- Stable under pressure
- Problem solver
- Comfortable with details
- Pleasant personality
- Creative
- Knowledge and technical expertise
- Administrative skills
- Able to display leadership and manage others
- Results oriented
- Can enforce routine procedures
- Good health and physical mobility

SALES MANAGER

Job Description

- Responsible for hiring, training and overseeing all sales staff
- Establish long and short term goals for the Sales Department
- Control unit inventory, and oversee marketing strategies for the dealership
- Responsible for management of sales plans; proactive and aggressive marketing programs; ongoing training and development; regular coaching and motivation
- Responsible for creating and implementing sales strategies
- Facilitates the operation of an efficient and effective dealership, while continuing to build a strong customer relationship base.

Education

- Entrepreneurial mind-set
- Achievement and goal oriented
- Share the company's commitment to customer and employee satisfaction
- Previous sales management experience is an asset but not essential
- Marketing and Finance experience is an asset

Skills

- Sales managers must have well developed staff management skills
- Strong selling and negotiation skills
- Excellent communication skills and customer service skills
- The ability to analyze market performance is key
- Administrative skills
- Capable of efficient planning and organizing
- Must be able to supervise and get along with others
- Maintain a positive atmosphere and image
- Stable under pressure
- Problem solver, creative
- Comfortable with details
- Be accountable for each and every prospect in the dealership
- Must provide reference

FINANCE AND INSURANCE MANAGER

Job Description

- Verify sales contracts for accuracy and completeness
- Assist customers in financing the purchase of unit
- Negotiate terms & conditions with Financial Institutions
- Schedule & organize delivery of units
- Promote extended service agreements, financing, tire replacement and credit life, accident and health insurance plans to customers
- Develop incentives for salespeople to sell insurance and financing in accordance with dealership policies
- Work with Sales Manager to maximize profits from every sale.
- Prepare monthly reports and distribute to dealer
- Verify all documents for correct titles, taxes and lien information

Education

- Business experience is required
- Additional training is provided by the dealership

Skills

- Aptitude for sales
- Flexible hours
- Honesty and integrity
- Pleasant personality
- Detail oriented
- Must provide references

ADVERTISING AND MARKETING PERSONNEL

Job Description

- Responsible for multimedia advertising, including planning and developing print, electronic, trade show and internet advertising

Education

- Post-secondary education (degree in Marketing or related field)
- Strong Microsoft Office skills (Word, Excel, Power Point)
- Desktop Publishing experience an asset.

Skills

- Demonstrated ability to establish and deliver against project timelines
- Have meticulous attention to details
- Ability to manage many project
- Be creative, energetic and a self-starter
- Strong sense of customer service
- Excellent interpersonal & communication skills (dealing with cross-functional teams and external vendors)

UNIT SALES PERSONNEL

Job Description

- Assist customers with buying decisions
- Help customers select the unit which best fits their needs and advise on towing requirements
- Present and sell all makes and models of new and used units
- Present and sell other value-added options
- Write deals to present to sales manager
- Maintain regular follow-up with prospective and current clients
- Prepare preliminary used vehicle appraisals
- Salesperson may specialize in any of the RV categories including tent trailer, fifth wheels, trailers, and luxury diesel powered motorhomes

Education

- Previous sales experience is an asset
- Additional training will be provided by the dealership
- In some provinces, a specific license is required to sell Motorized Vehicles. For more details, please contact your local Provincial Motor Vehicle Council. (See Contact List)

Skills

- Integrity, professionalism, motivation, a positive attitude and a desire to excel
- Proven sales and customer service success within the automotive industry
- Knowledge of the Recreational Vehicle market, specifically with towables
- Personable
- Good listener
- Good sales skills

RECEPTIONIST

Job Description

- Good customer awareness and recognition skills
- Direct all establishment visitors
- Responsible for answering all incoming calls in a professional manner
- Screen and forward telephone inquiries to appropriate staff member or departments
- Provide information to callers on an as needs basis
- Sort and distribute incoming mail, prepare courier packs and outgoing mail
- Manage multiple boardrooms (scheduling, booking equipment, catering)
- Provide support to the administration staff such as data entry, filing and other clerical duties

Education

- Previous experience with a multi-line switchboard is an asset
- Knowledge of and experience with MS Office
- High School education an asset
- Proven organizational, multi-tasking and time management abilities
- Strong customer service skills
- Show initiative and ability to work with minimal supervision

Skills

- Experience with a multi line switchboard is an asset
- Intermediate level computer user with Microsoft Word, Excel, and Outlook
- Pleasant & outgoing personality
- Friendly, excellent communication skills and professional

COMPUTER DATA ENTRY CLERK

Job Description

- Responsible for inventory control
- Prospective customer follow-up
- Internet design & maintenance
- Maintains database by entering new and updated customer and account information
- Prepares source data for computer entry by compiling and sorting information; establishing entry priorities
- Verifies customer and account data by reviewing, correcting, deleting, or re-entering data; combining data from other sources; purging files to eliminate duplication of data
- Secure information by completing data base backups
- Maintain customer confidence and protect operations by keeping information confidential

Education

- Intermediate computer skills required

Skills

- Excellent organizational skills
- Proficient typing and data entry skills
- Pays close attention to detail
- Confidentiality
- Independent work skills and decision making
- Results driven

EXECUTIVE ASSISTANT

Job Description

- Provide professional and comprehensive support, including organizing, prioritizing, filing and scheduling
- Manage and track schedules
- Coordinate and arrange meetings and conference calls
- Create correspondence, charts, graphs, and tables as directed. Gather, compile, collate, calculate and prepare information and data for meetings, reports, briefs and other projects
- Manage communications and coordinate visits by consultants and customers
- Arrange and coordinate domestic and international travel schedules and reservations
- Process expense reports
- Manage and update contact database
- Interface with management
- Handle highly sensitive and confidential documentation and information and maintain a strict degree of confidentiality at all times
- Perform administrative tasks, including authoring, editing, and distributing written correspondence
- Personal executive assistance may be required
- Project management as required

Education

- Completion of a post-secondary educational program an asset
- Excellent computer skills
- Previous experience in the coordination of projects, and the ability to work to tight deadlines
- Excellent organizational skills
- Pays close attention to detail
- Confidentiality
- Independent work skills and decision making
- Results driven

Skills

- Willingness and ability to enthusiastically take on basic administrative duties
- A self-starter who takes initiative and is able to work without excessive day-to-day supervision
- Excellent planning and organizational skills with strong attention to quality and detail
- Excellent interpersonal skills, with the ability to work and communicate patiently and effectively with all levels of professionals both inside and outside the company
- Professional and upbeat demeanor and attitude
- Ability to maintain a high-degree of confidentiality at all times
- Ability to organize and prioritize workload

OFFICE MANAGER

Job Description

- Oversee office personnel to ensure that administrative procedures are followed and deadlines are met in a timely, efficient and professional manner
- Business process owner for all administrative initiatives, programs and financial reporting
- Responsible for managing the day to day critical business processes
- Plan and coordinate office service activities including purchasing and receiving
- Implement new office procedures, as necessary, to streamline administrative processes
- Evaluate administrative support systems, methods and vendor services and provide recommendations as appropriate
- Oversee the maintenance of the office facility including inventory supplies and housekeeping
- Assign and oversee Health and Safety and Human Resource administration tasks as necessary

Education

- Experience as an Office Administrator
- University degree in Business Administration or equivalent work experience.
- Strong computer skills

Skills

- Demonstrated leadership skills and proven ability to mentor and motivate employees
- Ability to organize and prioritize workload
- Professional and upbeat demeanor and attitude
- Ability to maintain a high-degree of confidentiality at all times
- Ability to organize and prioritize workload

BOOKKEEPER/ACCOUNTANT/CONTROLLER

Job Description

Depending on the size of the dealership, the accounting department may consist of bookkeepers, accountant or controller. Responsibilities may include:

- Verify all purchase orders and invoices to insure accuracy
- Budgeting and forecasting
- Payroll administration
- Accounts receivable and accounts payable
- Cash flow monitoring
- US dollar transactions
- Preparation and submission of government required remittances e.g. GST/HST
- Reconcile accounts and post to journals, ledgers, and other accounting records
- Bank deposits and bank reconciliation
- Administration of the group benefits plan
- Prepare monthly, quarterly and year-end financial statements and balance sheets
- Inventory reconciliation with costing
- Investment placements
- Maintain motor vehicle title and records and properly record all liens
- Prepare documents and provide support for external accountants

Education

- Appropriate certifications as required depending on whether it is a bookkeeper, accountant or controller
- Formal training in accounting (CGA, CMA or CA)
- Previous experience in dealership accounting

Skills

- Excellent verbal and written communication skills
- Strong computer skills, particularly in accounting software
- Ability to work independently and as a team player
- Attention to detail and accuracy

GENERAL MANAGER

Job Description

- Select, hire, and train qualified management personnel and compensate them adequately
- Establish and administer operating policies and standards designed to assure competitive representation for products
- Establish and use management controls needed to insure efficiency
- Counsel all Department Managers regarding the handling of customer and public relations; settle customer complaints that Department Managers are unable to resolve
- Insure positive employee relations. Hold individual conferences with Department Managers to discuss departmental issues, to help them to improve their management techniques, and to correct difficulties affecting their performance
- Supervise and approve development and preparation of all dealership advertising and promotions
- Participate in business and community activities and assign Department Managers to attend business and civic meetings
- Select product lines and maintain adequate inventory levels within the guidelines of the dealership annual forecast
- Communicate the need for and develop harmonious working relationships between Service, Parts, Rental Managers and Sales personnel
- Establish compensation plans and incentives for all sales department personnel
- Secure and efficiently utilize adequate lines of credit and investment
- Select and determine use of adequate land, buildings, and improvements
- Help determine organizational chart of the dealership; designate job responsibilities for all personnel
- Motivate dealership personnel to attain maximum productivity by leadership, compensation, and other appropriate means
- Prepare and monitor budgets for all departments
- Monitor the public's attitude toward the dealership
- Audit the performance of each department within the dealership
- Assume responsibility for overall performance, profitability, growth, direction, and success of the dealership
- Observe activities of competition: analyze market trends and departmental operations, advising dealership management of developments, changes, and problems as warranted
- Maintain factory contacts
- Establish and administer operating policies and standards designed to assure competitive representation for all dealership products
- Insure compliance with all Equal Employment Opportunity laws and regulations