

QUICK START GUIDE



NRCA
PROCertification®

SERVICE AND MAINTENANCE TECHNICIAN



NATIONAL ROOFING CONTRACTORS ASSOCIATION





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This guide provides an overview of the NRCA PROCertified® Service and Maintenance Technician certification.

What is NRCA PROCertification®?

NRCA PROCertification is intended for experienced roofing personnel and helps to ensure a competent, sustainable, high-performing roofing and waterproofing industry workforce. Certification can prove your knowledge of industry best practices for roof system service and maintenance.

NRCA PROCertification is not a training program. If you are seeking additional training, NRCA offers many educational and training programs. You can find them at nrca.net/education.

What are the available certifications?

An individual seeking certification as a service and maintenance technician can apply for the following designations:

- NRCA PROCertified® Service and Maintenance Technician: Low-slope
- NRCA PROCertified® Service and Maintenance Technician: Steep-slope

Participants select the designation(s) they seek during the application process.

Who is eligible to become certified?

Two years of experience as a service and maintenance technician are recommended but not required for applicants.

If an applicant uses a torch in his or her work, he or she must be NRCA CERTA certified or have earned an equivalent credential from another organization for safely applying torch-related roofing products.

What are the primary responsibilities of the role being certified?

The following summarizes the job description for service and maintenance technicians applicable to all types of roof systems. A more detailed description is provided in the Job Task Analysis for PROCertified® Service and Maintenance Technician Certification.

1. Identify job-site safety hazards, properly set up safety equipment before work is performed and follow safety practices
2. Assess the condition of the overall roof and its substructure to:
 - a. Identify areas of concern and potential future failures

- b. Identify roof damage(s), leaks and the source of the leak(s)
3. Work with service managers and crew members to repair roofs and complete roof upgrades so the roof complies with third parties' specifications and meets customers' satisfaction
4. Document findings and repair methods using reports supported by photos and sketches in ways that are accurate, complete and readable
5. Communicate findings and recommendations by sharing the appropriate information with the appropriate people at the appropriate level of detail in a timely manner
6. Accurately document crew time and materials consumed
7. Maintain an adequate supply of materials and working tools used in the diagnosis and repair of roofs
8. Collaborate with and coordinate crew efforts to deliver quality work and customer satisfaction.
9. Train crews in proper safety, repair and maintenance practices
10. Have a general understanding of building construction, the elements and how the elements interact.
11. Have the physical ability to perform the work, such as climb ladders, work at heights, lift, carry up to 70 pounds, and hear instructions and alarms
12. Ability to identify whether additional maintenance is needed

How do I get certified?

To become certified, a candidate must:

1. Complete an application form at nrca.net/procertification.
2. Pass an exam. The exam can be taken a maximum of two times. The candidate must complete these steps within 12 months of application approval.

What is the exam like?

The exam can be completed on a computer or mobile device from any location. The exam presents questions and scenarios and asks candidates to submit various forms of media—such as photos and videos—that demonstrate their experience. Here is an example exam item:

Upload three sets of before and after photographs and a video or recording of you explaining what you did to find the likely source of the leak for each set of photographs.

The exam is scored by a Qualified Assessor. Qualified Assessors are trained and approved by NRCA.

What do I get when I am certified?

Individuals who achieve certification will receive an ID card and a PROCertification recognition kit with PROCertification logoed items.

How long does certification last?

PROCertified® Service and Maintenance Technicians must renew their certifications every three years. The renewal requirements have not yet been determined but may include attesting an individual still is working as a service and maintenance technician, paying a fee and completing roofing-related training.

How much does certification cost?

Item	NRCA Member Fee	Nonmember Fee
Certification fee	\$799	\$1,599
Additional designation:	\$199	\$399
Three-year renewal fee	\$199	\$399

If an applicant does not meet the eligibility requirements, the certification fee will be refunded minus a \$249 administrative fee.

Bulk application discounts are available. Contact Jeff Jarvis, NRCA's vice president of membership, sales and business development, at jjarvis@nrca.net for specific details.

Additional policies

The following policies are detailed at nrca.net/procertification/resource-center/policies-guidelines

- Change of Address
- Confidentiality
- Confidentiality of Individual Participant Scores
- Denial and Revocation of Credential
- Grievance/Appeals Process
- Nondiscrimination Policy
- Ownership of NRCA PROCertification Program Materials
- Prohibited Use of Credential
- Testing Accommodations
- Verification of Information by NRCA
- Warranty Disclaimer and Limitation of Liability

PROCertification contacts

Mailing Address:

National Roofing Contractors Association

Attn.: Certification Department

10255 W. Higgins Road, Suite 600

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Email: certification@nrca.net

Telephone: (847) 299-9070

Office Hours: 8 a.m. to 4:30 p.m. CST