1117: Utilization & Supervision of Sub-Contractors for Non-Fumigation, New Sales Work

1100: All Sales Policies · https://milo.masseyservices.com/docs/1117-utilization-supervision-of-sub-contractors-for-non-fumigation-new-sales-work/

Section: Office Administration

Subject: Utilization and Supervision of Sub-Contractors for Non-Fumigation, New Sales Work

Approved by: Tony Massey

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Policy Owner: Vice President of Business Development

Policy

Overview

The use of sub-contractors to complete work requires additional steps to ensure proper communication with our customers, quality workmanship in keeping with our commitment to customer service and satisfaction, and prevention of problems that can lead to dissatisfaction with Massey Services.

This Policy & Procedure outlines the steps required when utilizing a sub-contractor (any 3rd party providing service to a customer on behalf of Massey Services) to complete new sales work for non-fumigation related work. Refer to “New Fumigation Sales Using Subcontractor labor” for new sales work relating to fumigation.

All subcontractors must meet the requirements as outlined in our company policy and be pre-approved by the Risk Management department in advance of being selected and used.

Using/Managing Sub-Contractors for Non-Fumigation, New Sales Work

Sales Inspector Duties and Responsibilities:

1. Upon the sale of services requiring subcontracted work, provide the Customer with a timeline of expectations relative to the steps to be taken to provide service. The customer will be updated within 48 hours as we work on selecting and securing the right sub-contractor for the work.
2. At the time of sale, contact the Service Center from the customer’s home in order to start the process to secure a firm date for the work to be done.
3. As soon as a firm start date for the work is secured, call the customer to relay the information and confirm the start date and time.
4. Record the start date and time on the DSAR to be present at the beginning of the work at the customer’s home.
5. Beon-site at the beginning of the work to:
    1. ensure that the customer’s expectations and the subcontractor's scope of work match to what was sold;
    2. confirm when the expected work is going to be completed (which is to be added to the DSAR for the appropriate date);
    3. post the appropriate marketing material; and
    4. doorknock/doorhang the neighborhood.
6. Return to the Customer’s home just prior to the completion of the work and review the work with the sub-contractor to ensure the proper workmanship has been provided.
7. Secure the Customer’s satisfaction with the work completed and document it using Massey’s completion certificate, MS-022, which will be required prior to any subcontractor invoices being paid for the services rendered. The completed certificate and related paperwork is to be submitted to the Service Center for appropriate processing.

General Manager Duties and Responsibilities

1. Upon notification by the Service Center of a sale requiring subcontracted work, call and secure a firm start date based upon the initial information available to him.

2. No later than the next morning’s check-in from the time of the sale, review all paperwork and ensure all measurements, etc. are correct and update, if necessary, the sub-contractor.
3. Once a firm start date is secured, forward the information to the Sales Inspector in order to contact the customer.
4. As part of check-in and once the start date is known, ensure that the start date is pre-listed on the DSAR for the appropriate Sales Inspector. In addition, ensure the expected completion date/time is pre-listed.
5. In the check-in following the expected completion date of the work, ensure that the completion certificate is signed by the customer. The certificate is then given to the OM to process payment once the other required paperwork is received.

Administrative Duties and Responsibilities

1. When a sale is called into the Service Center which requires sub-contract work, the GM is to be immediately notified in order to contact the selected subcontractor and schedule a firm date for the work to be started.
2. Schedule the Sales Inspector to be on-site at the beginning of the work to be completed which should be recorded in the appointment log.
3. Upon completion of the work, ensure that a Completion Certificate has been signed by the Customer and upon submission by the sub-contractor of an invoice, process the appropriate payment with all required paperwork.

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