1502 & SPP 902: Professional Development Program, Service

1500: Training · https://milo.masseyservices.com/docs/1502-spp-902-professional-development-program-service/

Section: Training
Subject: Professional Development Program, Service
Approved by: Tony Massey
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Policy Owner: Director of Learning & Development

Policy

Massey Professional Development Program

Every Pest Prevention Technician, Termite Control Technician, Landscape or Irrigation Specialist enters the Massey Professional Development Program on their first day of work. This program promotes continuous Team Member development with each step requiring verified, documented improvement in the Team Member's knowledge, skills and ability to successfully serve our customers. As a Team Member progresses through these steps, they become more valuable to our Company, Customers and Industry.

There are four levels of certification in the Professional Development Program: Certified, Advanced, Senior, and Master. Learning & Development will evaluate Team Member eligibility. All tracking and testing associated with the program will be administered through Massey University.

Certified

Criteria for certification:

1. Completion of the Massey Services, Inc. Initial Training Program designed specifically for the Team Members Job Description.

Advanced

Team Member will be eligible for this level the first full month one year after receiving their initial certified level. To achieve this level, the Team Member must:

1. Completion of 12 months of employment in their current Job classification.
2. Completion of Basic Training in their primary category.
3. Completion of Massey sales training in their primary category.
4. Compliance to Company Standards for skips and cancels, for the average of the three month period prior to nomination.
5. Pass the Advanced Certification Examination.

Professional Pay Incentive: $50.00 per month

Senior

A Team Member will be eligible for this level after three years of employment. To achieve this level, the Team Member must:

1. Have earned the Advanced certification in their current job classification.
2. Compliance to Company Standards for the prior 6 months for skips, cancels, M&S use, and debit balance for the average of the six month period prior to nomination.
3. Generating an average of three service leads or one sale per week (a sale must be valued at $200 or more) for the average of the last six month period.
4. Completion of the reading/testing portion of a secondary Initial Training Category and attend Basic Training for that category.
5. Sales Cross - Training in a secondary category

Primary Job	Pest	Termite	Landscape	Irrigation
Secondary Training	Termite	Pest	Irrigation	Landscape

6. Complete the Massey Services, Inc. Train-The-Trainer program.
7. Active participation in training other Team Members.
8. Pass the Senior Certification Examination.

Professional Pay Incentive – additional $50.00 a month (for a total of $100.00 per month)

Master

A Team Member will be eligible for this level after five (5) years of employment. To achieve this level, the Team Member must:

1. Have earned the Senior certification in their current job classification.
2. Compliance to company standards for skips, cancels, M&S use, debit balance and service leads, for the average of the last 12 month period.
3. Completion of all Massey Initial Training programs and all Basic Training courses.
4. State Certified Operator in one or more categories.
5. Active participation in training other Team Members.
6. Pass the Master Certification Examination.

Professional Pay Incentive – additional $100.00 per month (for a total of $200.00 per month)

Nomination Instructions

All team members will be automatically enrolled in the program. Upon successful completion of each step, the Learning and Development Department will notify Human Resources. They will submit a revised Employee Status Form (ESF) to the Regional Manager for final approval. The Human Resources Department will then have the Team Member’s payroll changed, update the team member’s role, and issue a new ID badge reflecting the new certification level.

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