1505: Professional Development Program, Sales

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

Policy

Massey Professional Development Program, Sales

Every Inspector and Account Manager 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

A 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 Sales Basic Training I and II.
3. Completion of Technical Basic Training for each service type available in their service area (i.e. in FL - in pest, termite, lawn, and irrigation; in TX – pest, termite, etc.).
4. Compliance to Company Standards for sales dollars, lead closure, and lead conversion 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 two (2) 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 lead closure and lead conversion along with an average of $25,000 in sales per month for the last 12-month period.
3. Complete the Massey Services, Inc. Train-The-Trainer program.
4. Active participation in training other Team Members.
5. 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 four (4) 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 lead closure and lead conversion along with an average of $27,500 in sales per month for the last 12-month period.
3. Completion of all Basic Training course

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. 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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