201: Pest Prevention Service Manager

200: Job Descriptions · https://milo.masseyservices.com/docs/201-pest-prevention-service-manager/

Section: Job Description

Subject: Pest Prevention Service Manager

Approved by: Adam Jones

Effective Date: 1 June 2009

Last Reviewed Date: 1 June 2009

Policy Owner: Director of Human Resources

Policy

Reports To: **General Manager**

Summary of Responsibilities

1. **Project a Quality Image**
   - Look and Act Professional
2. **Provide Great Service**
   - On Time
   - Satisfy Every Customer
3. **Honor Your Commitment**
   - Be Dependable
4. **Never Stop Learning**
   - Technically
   - Legally
   - Professionally
5. **Build Trusting Relationships With Customers**

- Always Do What’s Right

Job Functions & Duties

1. Learn and comply with Company policies, Pest Prevention treating techniques, philosophy, minimum daily standards and protocols.
2. Teach employees and hold them accountable in regards to Company policies, Pest Prevention treating techniques, philosophy, daily standards and protocols in order to provide Complete Customer Satisfaction.
3. Complete all Company training as required.
4. Attend all technical meetings as required.
5. Teach and train technicians in the field daily.
   - Conduct on-the-job technical and safety training sessions.
   - Assure verifiable instruction files are maintained on all technicians according to Company policy.
   - Assure training records are kept according to state and federal regulations (OSHA, DOT, EPA, etc.).
6. Regularly inspect service vehicles. Vehicles must be clean, have appropriate decals, current maintenance (including tools, personal protective equipment and storage).
7. Provide weekly training to keep all employees up to date on new techniques, materials and procedures to assure effective and efficient service and complete customer satisfaction.
8. Organize, schedule and assign all work in accordance with production standards.
9. Review production control forms.
   - Assure that all paperwork is completed according to state, federal and local regulations.
   - Assure that paperwork is completed accurately.
   - Monitor unworked accounts and assure that they are rescheduled daily.
10. Contact ALL cancellations the same day they are received. Make every attempt to provide Complete Customer Satisfaction.
11. Perform regular quality assurance visits and inspections as required.

12. Investigate, assess and follow up on all claims as required.
    - Document the findings on the required paperwork.
    - Prepare appropriate reports for the General Manager.
    - Schedule any necessary follow-up visits.
13. Handle and follow through to solution every customer service complaint.
14. Conduct monthly results evaluations of each technician.
15. Control and record the issuance of materials and supplies on designated records.
    - Publish a schedule of M&S issuance and teach technicians to plan to have the necessary amounts needed to perform a correct treatment.
    - Control inventory and prepare requisitions and CER’s as necessary for tools, materials and equipment for General Manager approval.
    - Maintain storage of all materials according to Federal, State and local regulations and Company policy.
16. Review and assure that all assigned work complies with Company Policies regarding account balances.
17. Post the locations and phone numbers of local poison control centers and assure that each vehicle has this information.
18. Foster a positive rapport and relationship with customers.
19. Recruit, interview, hire and develop personnel.
20. Participate in public relations and promotional efforts as required.
21. Perform other duties as assigned.

Required Experience, Education, & Skills

1. College degree or equivalent experience required.
2. Prior sales experience preferred.
3. Prior supervisory training or experience.
4. Ability to lead, direct and motivate personnel.
5. Be able to meet requirements for obtaining certification and/or license as may be required by any Federal, State or local regulations.

6. Mathematical ability.

Typical Physical & Mental Demands

Requires constant (67%-100% of the time) walking, climbing (ladders, stairs, attics), crawling, bending, kneeling, pushing, pulling, reaching, stooping and stretching. Requires constant ability to move freely about the office building and between customer locations. Requires corrected vision and hearing to normal range. Requires occasional (0-30% of the time) lifting (up to 50lbs) while performing duties. Must possess ability and stamina to work long hours and conduct several inspections per day in attics, crawl spaces and other areas. Must possess ability to climb heights. Must possess ability to endure exposure to high temperatures while conducting inspections.

Typical Working Conditions

Requires constant contact with the public and employees. Work is usually performed outdoors and in/on customer property. May be exposed to rain, hail, winds, dust, dirt, cement, grass, shrubs, trees and others. Incumbent may be exposed to industry products while conducting work.

Special Equipment

Must possess ability to operate and trouble-shoot pest prevention equipment including but not limited to: backpack applicators, drills, shovels, carpenter’s tools, power tools, truck equipment and other industry equipment.

THIS DESCRIPTION MAY NOT BE ALL INCLUSIVE AND TEAM MEMBERS ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTIONS AND DUTIES MAY BE MODIFIED WHENEVER DEEMED APPROPRIATE BY MANAGEMENT.

My signature below is acknowledgement that I have read and understand the job functions and duties of this position as outlined in the job description.

Team Member’s Name (Print) _____ Date_____

Team Member’s Signature_____ Date_____

Manager’s Signature_____ Date_____

Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/09/201-Pest-Prevention-Service-Manager.pdf

201 Pest Prevention Service ManagerDownload