208: Termite Renewal Inspector

Section: Job Description

Subject: Termite Renewal Inspector

Approved by: Adam Jones

Effective Date: 12 November 2004

Last Reviewed Date: 12 November 2004

Policy Owner: Director of Human Resources

Policy

Reports To: **Service Manager**

Summary of Responsibilities

1. Complete assigned renewal inspections.
2. Collect renewal payments at time of inspection.
3. Cross-sell appropriate and needed services to our renewal customers.
4. Ask for and receive referrals from our renewal customers.
5. Generate leads by calling on other homes and businesses in the surrounding area.
6. Project a quality image by looking and acting professional, delivering great service, honoring all commitments and building long-term and trusting relationships.

Job Functions & Duties

1. Termite Renewal Inspectors will project a quality image through, but not limited to:
    1. Learning and complying with Massey’s Mission Statement, policies and procedures, productivity standards and service protocols as they relate to the position.
    2. Servicing all customers according to Company policies, standards and protocols.

3. Completing all Company initial training as required.
4. Attending all technical training meetings as required.
5. Staying informed and complying with all state, federal and local regulations which govern our industry and complying with Company policies and procedures as they relate to your job.
6. Maintaining the assigned vehicle in a clean, safe and decaled condition.
7. Keeping the assigned inspection tools and equipment clean, organized and in operating condition.
8. Keeping the assigned safety and personal protection equipment clean and operational and always practicing good safety habits.
9. Immediately reporting unsafe conditions or actions to your supervisor.
10. Always reading pesticide labels and using them safely, responsibly and legally
11. Perform all other duties as assigned.

2. Renewal inspectors will assist the administrative staff with scheduling and confirming the annual renewal inspections to be completed each month. It is ultimately the renewal inspector's duty to ensure that all renewal inspections are scheduled, confirmed and completed per policy.
3. Renewal inspectors will make calls at least 2 days in advance to confirm scheduled renewal inspection appointments. Any renewal inspection appointments being rescheduled must be reported to the OM/CSS responsible for scheduling.
4. Renewal inspectors will complete assigned work in accordance with company policies including, but not limited to:
    1. Make quality inspections (inside, outside, attic and crawl space).
        1. Documentation of all evidence of wood destroying organisms'
        2. Documentation of all conditions conducive to termite/WDO infestation
        3. Documentation of any situations as they relate to termite/WDO infestation
    2. After completing the inspection have a consultation with the customer:
        1. Advise customer of potential problems, including: conditions, avenues and source conducive to infestations.

2. Make recommendations that help reduce the risk of infestation and aid in theprotection of the structure.
3. Educate the customer on termite biology, their guaranteed coverage and the need forcontinued protection.
4. Build a long term, trusting relationship with our customer.
5. Collect any unpaid renewal fees.

3. Complete and submit daily reports as required:
    1. Update the property graph if necessary.
    2. Draw a new property graph if one is not found in the customer file.
    3. Submit a completed and accurate Termite Technician Daily Summary Report each day.
    4. Complete a thorough inspection report.
    5. Obtain customer signature upon completion of every inspection.

4. Schedule a Manager follow-up visit when live infestations are found.
    1. Schedule the appointment while at the property with the customer present.
    2. Schedule the appointment for that day or the following day or at the earliestconvenience of the customer.
    3. Document the date and time of the appointment on the inspection report.

5. Respond to all customer complaints received during the business day and resolve complaints within 24 hours or at the customer’s convenience.
6. Renewal inspectors will collect unpaid renewal amounts by arranging for payment during the scheduling or the confirmation of the scheduled annual inspection. In the event the renewal is not collected at the time of scheduling or confirmation, the renewal inspector will collect the unpaid renewal at the time of the inspection.
7. Renewal inspectors will make quality proposals leading towards the purchase of additional appropriate and valuable services by renewal customers.
8. Renewal inspectors will secure referrals for other Massey services.

Standards & Compensation Requirements

1. Renewal inspectors will be scheduled for a minimum of 6 hours per day not including office and drive time.
2. Renewal inspectors are required to collect a minimum of 75% of unpaid renewals each day at the time of the inspection.
3. Renewal inspectors are paid for completed inspections which includes a complete inside, outside, over, and under inspection as well as a customer signature.
4. Customers who have already paid the renewal fee but have failed to respond to our attempts to schedule the inspection will have the outside of their home inspected before the end of the renewal expiration month. Renewal inspectors may be paid with GM approval for outside only inspections in situations where 5 or more documented attempts to contact the customer fail and a personal visit to the customer's home results in no contact. This exemption applies only to those customers who have paid the renewal but failed to schedule an inside inspection.
5. Renewal inspectors are expected to sell a minimum of $10,000/month in additional services
6. Renewal inspectors are expected to generate a minimum of 20 referrals/month.

Experience, Education, & Skills Required

1. High School Diploma or equivalent experience required
2. Must have or be able to obtain required driver's license and maintain a company-approved driving record
3. Must be able to write legibly and spell correctly
4. Must possess ability to carry out instruction furnished in written oral, computer or drawn form
5. Must possess ability to deal with problems encountered during business transactions
6. Must possess mathematical ability to accurately complete and file necessary reports
7. Must be able to read and comprehend industry product labels
8. Must possess good communication skills and exhibit a willing-to-please, friendly demeanor and a professional image at all times

Typical Working Conditions

Requires constant contact with the public and other Team Members. Work is performed on the exterior and interior of a customer’s property. Work requires entering and inspecting attics and crawl spaces under buildings. Renewal inspector may be exposed to rain, hail, winds, dust, dirt, cement, building insulation and construction materials, grass, shrubs, trees, etc. Team Member may be exposed to industry products while conducting work.

Typical Physical & Mental Demands

1. Requires constant (67%-100% of the time) walking, crawling, bending, kneeling, pushing, pulling, reaching, stooping, and stretching
2. Requires occasional (0%-30% of the time) lifting (up to 50 lbs.)
3. Requires the ability to move freely about the office and between customer locations
4. Requires corrected vision and hearing to normal range
5. Must possess the ability and stamina to work long hours to conduct several inspections per day in attics, crawl spaces and other areas in and around buildings
6. Must possess the ability to climb heights, use a ladder and have good balance
7. Must possess the ability to endure working for long hours with prolonged exposure to temperature extremes.

Special Equipment

Must possess the ability to safely operate and trouble-shoot tools and equipment including, but not limited to: drills, shovels, ladders, power tools, and carpenter tools, treating equipment, 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/2025/09/208-Termite-Renewal-Inspector.pdf

208 Termite Renewal InspectorDownload