209: Termite Technician

Section: Job Description

Subject: Termite Technician

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. **Project A Quality Image**
   - Look and act professional
   - Ensure vehicles and equipment meets or exceeds company standards.
2. **Provide Great Service and Build Trusting Relationships With Customers**
   - Be dependable
   - Deliver quality service
   - Satisfy every customer
   - Honor your commitments
   - Always do what's right
3. **Never Stop Learning**
   - Grow personally and professionally
4. **Grow Your Business**

- Keep your current customers
- Actively pursue all sales opportunities

Job Functions & Duties

1. **Project A Quality Image**
    1. Ensure that your uniforms/dress complies with company standards and that your appearance is neat and well groomed.
    2. Maintain your vehicle and equipment at or above company image standards. If anything is substandard, address the issue immediately.
        1. Vehicles must be clean, safe, properly decaled and organized.
        2. All equipment must be clean and in good operating condition.
        3. Maintain an accurate inventory of all materials on your vehicle.
        4. Inform your supervisor as soon as possible of any assistance needed to maintain your vehicle and equipment in a safe and operational manner.
    3. Maintain a positive attitude and behave in a manner that promotes a positive work environment.
2. **Provide Great Service and Build Trusting Relationships With Customers**
    1. Learn and comply with Company philosophies, service policies and protocols, and minimum daily production standards.
    2. Perform all termite protection service according to Company policy, standards and protocols.
    3. Inform management of any safety issues, customer concerns and service issues encountered during the day.
    4. Follow all "special instructions" on each account.
    5. Inspect for and advise customers of the conditions conducive to termite infestations.
        1. Be proactive in bringing issues or potential problems to a customer's attention.
        2. Create an action plan to deal with the conditions on each property and clearly communicate it to the customer.

6. Remain in contact with the office during the day and respond to all communications in a timely manner.
7. Respond to all customer complaints during the business day received and resolve within 48 hours or at the customer's convenience.
8. Follow through on each customer commitment.
9. Submit daily service reports as required by Company standards and protocols.
    1. Complete service records in accordance with state and federal regulations.
    2. Accurately document information on reports.
    3. Obtain customer signature on all documents according to Company policy.
    4. Attempt to collect the service charge at the time of the service.
10. Foster positive rapport and relationships with customers.

3. **Never Stop Learning**
    1. Attend all required training and technical meetings.
    2. Stay informed in regards to all federal, state, and local regulations and Company policies as they relate to your job.
    3. Learn the safety and equipment operational procedures related to your job and always practice good safety habits.
        1. Report unsafe conditions or actions to your supervisor.
        2. Always read pesticide labels and use them safely, responsibly and legally.
    4. Maintain product knowledge and remain informed of the latest techniques, materials and procedures pertaining to industry products, material and equipment.
    5. Obtain Company Certification for Termite Protection within the required time frame.
        1. Cross-training in other categories is strongly encouraged.
        2. Should obtain State Certification in Termite and Fumigation as you become eligible.

4. **Grow Your Business**
    1. Make every attempt to provide Total Customer Satisfaction and prevent cancellations.
        1. Provide service on time.

2. Respond to every call by a customer the same day received and address their issue with sincere concern.
3. Provide effective solutions to customer concerns.
4. Notify management immediately of requests for cancellations.

2. Secure potential prospects by delivering new business leads to your supervisor and asking for referrals from established customers.
3. Ensure that your individual sales and lead goals meet or exceed Company sales standards.

Experience, Education, & Skills Required

1. High School Diploma or equivalent experience
2. Ability to obtain required driver's license and maintain a company-approved driving record
3. Written and oral communication skills
4. Problem solving and diagnostic skills
5. Basic arithmetic ability
6. Exhibit a willing-to-please, friendly demeanor and a professional image at all times

Typical Physical & Mental Demands

1. Constant (67% - 100% of the time) walking, crawling, bending, kneeling, pushing, pulling, reaching, stooping and stretching and occasional (0-30% of the time) lifting (up to 50lbs)
2. The ability to move freely about the office building and between customer locations
3. Corrected vision and hearing within normal range
4. The ability and stamina to work long hours with prolonged exposure to temperature extremes.

Typical Working Conditions

This job requires constant contact with the public and other Team Members. Work is usually performed outdoors and in/on customer property. Technicians may be exposed to rain, hail, winds, dirt, cement, grass, shrubs, trees, attic and crawl space insulation and dust, moldy and dusty rooms, pet dander etc. as well as industry products during the normal course of conducting business.

Special Equipment

The ideal candidate must possess the ability to operate and trouble-shoot pest prevention equipment including but not limited to: backpack applicators, dusters, ladders, 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_____

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