220: PrevenTech Technician

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Section: Job Description

Subject: PrevenTech 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 That Team Members, Vehicles, and Property 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 inventory of all materials on your vehicle.
        4. If you cannot fix the situation yourself, inform your supervisor as soon as possible.
    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 PrevenTech services 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 conditions avenues and sources conducive to pest infestation with an emphasis on sanitation and structural issues.
        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 within two hours and schedule to resolve within 24 hours or at the customer's convenience.
8. Handle and follow through on every customer service complaint assigned to you.
9. Submit daily service reports as required by Company standards.
    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 service.
    5. Maintain unserviced accounts list and reschedule missed accounts daily.
    6. Inform management of any upcoming regulatory inspections being conducted at your customer's facility
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 procedures and equipment 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 PrevenTech within the required time frame.
        1. Cross-training in other categories is strongly encouraged
        2. Obtain State Certification in General Household Pest & Rodent Control 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 within two hours 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 the office and asking for referrals from established customers.
    3. Ensure that your individual sales and lead goals meet or exceed Company sales standards.

Required Experience, Education, & Skills

1. High School Diploma or equivalent experience
2. Ability to obtain a 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 exposed to temperature extremes

Typical Working Conditions

This job requires constant contact with the public and other Team Members. Work is usually performed in/on customer property. Technicians may be exposed to rain, hail, winds, dirt, cement, grass, shrubs, trees, grease, food debris, cleaning products, 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 commercial pest equipment including, but not limited to, backpack applicators, compressed air sprayers, foam machines, tri-jet foggers, 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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