

SECTION: Job Description

SUBJECT: Preventech Service Manager

P & P No.: 219 / **SPP:** 219**Section:** Job Description**Subject:** Preventech Service Manager**Approved By:** Adam Jones**Effective Date:** November 1, 2004**Last Reviewed Date:****Policy Owner:****REPORTS TO:** General Manager**SUMMARY OF RESPONSIBILITIES**PROJECT A QUALITY IMAGE

- Look and Act Professional
- Ensure That Team Members, Vehicles, and Property Meets or Exceeds Company Standards

PROVIDE GREAT SERVICE

- Guarantee Production Standards Are Met and Quality Service is Delivered
- Satisfy Every Customer

TRAIN AND DEVELOP PEOPLE

- Assure Personal and Professional Growth
- Oversee All Technical Training
- Recruit High Quality Team Members

GROW YOUR BUSINESS

- Keep Your Current Customers
- Actively Pursue All Growth Opportunities

JOB FUNCTIONS & DUTIESPROJECT A QUALITY IMAGE

- Maintain an exceptional personal image.
- Evaluate Technicians daily and ensure their dress complies with company standards and that their appearance is neat and well groomed.
- Maintain the facility, vehicles and equipment at or above company image standards.

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- Maintain a positive attitude and behave in a manner that promotes a positive work environment.

PROVIDE GREAT SERVICE

- Learn and comply with Company philosophies, service policies and protocols, and minimum daily production standards.
- Organize, schedule and assign all work in accordance with production standards.
 1. Organize service routes to maximize service time and minimize drive time.
 2. Ensure each Team Member is assigned and completes a full day of production everyday.
 3. Update and optimize routes on a regular basis to maintain maximum efficiency.
 4. Ensure that all past due balances are collected in accordance with Company policy.
- Verify the quantity and quality of work completed.
 1. Perform daily check-ins for every Team Member according to Company policy.
 2. Conduct daily check-ins via telephone for each remote Team Member according to Company policy.
 3. Perform monthly in-field quality assurance visits and inspections for each Technician.
- Control and record the issuance of materials and supplies according to Federal, State, and local regulations and in compliance with Company policy.
- Complete scheduled Service Excellence Audits for food processing, health care and all accounts over \$500.00 per month
- Attend scheduled regulatory and contracted inspections of customer facilities.
- Handle and follow through on every customer service complaint.
- Foster a positive rapport and relationship with customers.

TRAIN AND DEVELOP PEOPLE

- Attend all required training and technical meetings.
- Teach Team Members and hold them accountable to Company policies and philosophies, daily standards, and service protocols.
- Ensure all Specialists attend required meetings.
- Teach and train Specialists in a classroom setting and in the field.
 1. Conduct on-the-job technical training.
 2. Perform safety training sessions.
 3. Maintain training files on all Specialists. Assure training records are kept in accordance with Company policy and State and Federal regulations (OSHA, DOT, EPA, DACS, etc.).
- Ensure all Specialists obtain Company Certification in their category in accordance with Company policy.

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- Provide weekly training to keep all Team Members up to date on new techniques, materials and procedures to assure effective and efficient service and Total Customer Satisfaction.
- Assist the General Manager with recruiting, interviewing, hiring and developing Team Members.

GROW YOUR BUSINESS

- Contact ALL cancellations the same day they are received. Make every attempt to provide Total Customer Satisfaction.
- Ensure that sales and creative lead requirements for all Technicians meet or exceed Company standards.
- Follow up on all creative and office leads as appropriate.
- Meet or exceed personal goals for pest prevention sales.
- Participate in public relations and promotional efforts as required.

REQUIRED EXPERIENCE, EDUCATION AND SKILLS

1. High School degree or equivalent experience
2. Ability to obtain required driver's license and maintain a company-approved driving record.
3. Problem solving and diagnostic skills
4. Company provided supervisory training
5. Proven ability to lead, direct and motivate personnel
6. Ability to obtain certification and/or licensing by Federal, State or local agencies as needed
7. Time management and organizational skills
8. Written and oral communication skills
9. Basic arithmetic skills
10. Prior supervisory experience preferred
11. Prior experience in the lawn care or landscape industry preferred.

TYPICAL PHYSICAL AND METAL DEMANDS

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

TYPICAL WORKING CONDITIONS

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POLICIES & PROCEDURES

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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, etc. as well as food grease, food debris, food service cleaning products and pest management 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, spreaders, shovels, 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 acknowledgment that I have read and understand the job functions and duties of this position as outlined in job description.

Team Member's Name (Print) _____ Date _____

Team Member's Signature _____ Date _____

Manager's Signature _____ Date _____

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