

# **JOB DESCRIPTION**

## **Field Service Technician**

### **OVERVIEW**

Our field service technicians are the “face” of Florida’s Finest Lawn and Pest Control Inc. You are the ones representing this company and as such you must be personable, considerate, caring and knowledgeable. You must also project a professional appearance at all times.

You will be responsible for the inspecting for, identifying and treating for the common pest problems that exist in Florida homes and landscapes. Lawn techs will also apply nutrients

### **EDUCATIONAL REQUIRMENTS**

There are no specific educational requirements required for this position. An ability read and write in English along with basic math skills is required. Basic computer skills are also required.

### **BENEFITS**

The technician will receive a compensation package as negotiated. Holidays and vacation time policies are defined in our employee manual which you will receive a copy of upon beginning employment. Florida's Finest Lawn & Pest Control Inc. provides a company health insurance plan for its employees and will pay for ½ the health insurance cost for the family of the employee. Coverage costs, fees, and eligibility will vary with the health plan. An employee becomes eligible for this program after the 90 day probationary period.

In addition to the health plan Florida's Finest Lawn & Pest Control Inc. has a retirement program in which we the company, will match the employees contribution to a simplified employee pension plan up to 3% of the employees salary. Employees are eligible for this program after one year of full time employment.

Flex days are also available for each employee. If you need a day off for personal reasons, that day can be made up on a Saturday. Saturday work will be revenue based or as directed by management. A full day off equates to a full Saturdays’ work.

### **PROBATION**

There is a 90 day probationary period. If for any reason Florida's Finest Lawn & Pest Control Inc. or the employee decides that a future relationship is not going to work out this employment agreement is null and void.

### **DUTIES (includes but is not limited to the following)**

#### **Preventative/Curative Treatments**

1. Apply control products
  - a. According to label directions
  - b. Follow treatment protocols as trained
  - c. Interact with customers in a professional manner
  - d. Enter follow up treatments as needed
    - i. Tablet computer entries
  - e. Maintain detailed notes on each visit
    - i. Tablet computer entries

2. Truck/Equipment Maintenance
  - a. Report truck/equipment performance issues to supervisor
  - b. Develop knowledge to field overhaul application equipment
  - c. Maintain inventory on service vehicle
  - d. Wash and check oil on service vehicle weekly

Ensure that production goals are met.

1. Complete daily production in the time allotted

Ensure the continued satisfaction of our customer base by resolving service issues

1. The need for a follow up visit is recorded on your field computer by you.
  - a. It will be scheduled by the department manager
2. Communication with your customer via invoice notes is a Primary Duty
  - a. It is often the only contact a lawn tech has with the customer
  - b. Pest Department techs are expected to interact personally with each customer on every visit
    - i. Knock on door for exterior services
    - ii. Get to know kids/pets names
    - iii. Bring morning paper up to front door etc.

Record all customer interaction in the computer for future reference

- 1. Your customer contact log must be maintained on a daily basis**

Sales

1. Creating sales through referrals are a function of a Service Technician
  - a. You are expected to ask for referrals
  - b. You are expected to ask for online reviews
2. Commissions
  - a. 15% is paid for “creative” leads and office leads

## COMPENSATION

Compensation will be a combination of a base salary with performance incentives and sales commissions. Beginning salary will be a function of experience and can be negotiated.

## OVERTIME

Overtime is not authorized unless approved by your Department manager. You are routed in a manner that you will be able to complete your daily route within an 8hour workday.

I have read and agree to this document in its entirety.

Applicant: \_\_\_\_\_ date: \_\_\_\_\_

Manager: \_\_\_\_\_ start date: \_\_\_\_\_

Starting Compensation: \_\_\_\_\_ /wk