

Topic:	CHAPTER 19 OF SCM
SERVICE TECHNICIANS REQUIREMENTS	HIRING 19001A
AUTHOR: Garry Allen	PAGE: 2 OF 5
APPROVED_BY:	DATE: 01/03/06

Requirements for Service Technician:

The main job of a Pest/Termite control Technician is the application of various materials and devices for the control of Rodents and Insect Pest. In addition, a good part of our business has to do with restroom services. Some of the qualifications necessary are:

- High School Graduate or GED, minimum.
- 18 years old. Requirement for licensing.
- Read, understand, and comprehend English.
- Not be convicted of a Felony in the past seven years.
- Not be convicted of any misdemeanor of sex, theft, or battery crime in the most recent ten years.
- Drive a standard shift vehicle.
- Have a valid driver's license. A class "E" license is required in Mo.
- Have no DWI, DUI, or C&R convictions or points on license reports. Have no more than 3 points attached to license or permit.
- Ability to kneel, crawl, climb a ladder and work in these positions for periods of time.
- Ability to lift 40#.
- The job may require a person to get dirty.
- The job will require crawling under a home, building, trailer, or confined space, and conduct job duties.
- Part of the duty may be to acid clean a toilet, yes with your hand in a glove.
- Part of the duty will be to change a urinal screen in a urinal. Yes with your hand, in a glove!
- The job will require the ability to wear and breathe through a respirator. A pulmonary test will be given to a successful applicant.
- Pass a comprehensive physical examination. Examination will be paid for by the Company.
- Use no illegal substances. A substance test will be given at Company expense.
- Not conduct illegal activities.
- Follow directions and instructions.
- Work well with the public and the Customers as well as co-workers.
- Tell time and have an understanding of time periods and scheduling.
- Read a road map.
- Talk to Customers and Potential Customers in a way that promotes our Services.
- Wash and clean a truck.
- Do basic maintenance to a vehicle.
- Change a tire.
- Clean and maintain work area and equipment.
- Clean and return any equipment taken out accounts.
- Drive safely, with courtesy, and defensively.
- Endeavor to increase your knowledge of pest control and products through continuous study. Complete correspondence courses within the designated time as set forth by the training director.
- Fill our reports, daily.
- Use a phone.
- Use an adding machine.
- Have computer skills
- Write recommendation reports on all necessary accounts.

- Build a favorable Company Image through example, quality service, and the proper handling complaints.

Topic:	CHAPTER 19 OF SCM
SERVICE TECHNICIANS REQUIREMENTS	HIRING <u>19001A</u>
AUTHOR: <u>Garry Allen</u>	PAGE: <u>3 OF 5</u>
APPROVED_BY: _____	DATE: <u>01/03/06</u>

- Handle constructive criticism.
- Make suggestions that will help the Company do a better, more effective job.
- Follow schedules.
- Ability to work a varied schedule of hours and days.
- Ability to work both in and out of doors in a variety of temperatures and conditions.
- Count and do mathematics.
- Operate power equipment in various positions.
- Operate a rotor hammer for an extended period of time.
- Be aware of and subscribe to the Mission Statement of the Company.
- Communicate.
- Want the Company and self to grow and to progress.
- Not have respiratory or other health problems which may be agitated by chemicals or insects.
- Not be afraid of pests.
- Read, understand and agree to the Company's personnel grooming and hygiene policy. A copy is part of this package.
- Understand and wear safety equipment.
- Perform other duties as directed.
- Have a phone.

Personnel Policy Manual XX. Appearance

A RELIABLE Service Technician has more direct influence on the companies customer than does any other representative of our Company. The technician sees the customer regularly and comes to know them well. The technicians actions, appearance, the appearance of their vehicle and equipment, and how they perform are of the utmost importance in achieving and maintaining the desired relationship between our Company and it's clients.

In attempting to project the desired image to the public, each employee should be concerned about their hygiene and in particular in the following areas:

Personal Hygiene: Daily bathing is expected (especially for those that handle chemicals). Teeth should be brushed and the employee should be mindful of possible offensive odors from mouth and body. Male employees should shave every day or as necessary to maintain a neat and professional appearance. No beards are allowed. Mustaches will be allowed as long as they are kept neat and trimmed. No mustaches may grow below the lip junction.

Sideburns will be allowed as long as they are 1" from the base of the ear and to extend no more than 1".

Hair length and appearance: All hair must be kept neat and clean at all times. Male technicians hair will not touch shirt collars and will not hang over ears. Violations will be dealt with written warnings, suspensions, or termination. All hair length will be dealt with on an individual basis within these guidelines.

I have read and understand the requirements of the position.
 I feel I can meet and exceed these expectations and wish to fill out a job application and be considered for employment.

Date: _____, 20____

Signature: _____

Topic:

CHAPTER 19 OF SCM

SALES REPRESENTATIVE REQUIREMENTS

HIRING 19001B

AUTHOR: Garry Allen

PAGE: 4 OF 5

APPROVED BY:

DATE: 01/03/06

Sales Representative:

Job Purpose: To sell company services in a manner that enables the customer to be rid of their pest problems in the most efficient and effective manner with total considerations to the law, the label, and safety to all involved. To sell other company services to customers after carefully analyzing their needs. To sell at established price guidelines in a manner that enables the company to increase our sales volume, market share and profits.

Must be 18 years of age to become licensed. Be able to read, write, and comprehend English

Be honest, courteous and Professional at all times. Follow policies as outlined in Policy Manual.

Use no illegal substance. A substance test will be given prior to and during employment. Have and maintain a current, valid driving permit of their residence state. Have no DWI, DUI, or C&R convictions or points on license reports. Have no more than 3 points attached to license or permit. Pass a general company physical. Not be convicted of a felony in any state in the past 7 years.

Dress in appropriate full uniform according to policy.

Properly Maintain a clean and safe Company vehicle.

Handle all complaints received as the #1 priority, pass on all complaints to office through day sheet.

Complete Daily update of Goal Board. Maintain daily, the sales file system.

Turn in ACCURATE daily reports compiled as done daily.

Follow up on ALL leads and report to Sales Manager.

Submit legible, informative contracts and paperwork.

Maintain and use on each sale proper sales tools and promotional literature.

Solicit referrals from satisfied customers.

Attend Company Sales Meetings.

Handle assigned collections.

Report into the office as instructed.

Work cooperatively with all departments and employees.

Show by positive example any action and attitude of the company in daily activities.

Make inspections, prepare and track all estimates and submit professional proposals and reports.

Maintain relationships with Customers.

Have a working knowledge of computers especially in Word and Excel.

Topic:

CHAPTER 19 OF SCM

SALES REPRESENTATIVE REQUIREMENTS

HIRING_19001B_____

AUTHOR: Garry Allen _____

PAGE: 5 OF 5 _____

APPROVED BY: _____

DATE: 01/03/06 _____

To meet and exceed our established individual, and team commitments in our sales and marketing plans.

Perform and complete other duties as assigned.

Participate actively in all Trade Shows (weekends) and Sales Promotions (Marketing).

To have knowledge in all corrective treatments & procedures so that proper recommendations & pricing can be sold.

Develop sales leads through cold calls, networking, referrals, and other methods.

Prepare, present and close sales proposals.

Maintain contact with the market through activity in trade and professional organizations.

Communicate with Management any personnel problems.

Assist Management with areas of possible expansion and development of new Markets and Services.

Personnel Policy Manual XX: Appearance:

A RELIABLE Representative has more direct influence on the companies customer than does any other representative of our Company. The technician sees the customer regularly and comes to know them well. The technicians actions, appearance, the appearance of their vehicle and equipment, and how they perform are of the utmost importance in achieving and maintaining the desired relationship between our Company and its' clients.

In attempting to project the desired image to the public, each employee should be concerned about their hygiene and in particular in the following areas:

Personal Hygiene: Daily bathing is expected (especially for those that handle chemicals). Teeth should be brushed and the employee should be mindful of possible offensive odors from mouth and body. Male employees should shave every day or as necessary to maintain a neat and professional appearance. No beards are allowed. Mustaches will be allowed as long as they are kept neat and trimmed. No mustaches may grow below the lip junction.

Sideburns will be allowed as long as they are 1" from the base of the ear and to extend no more than 1".

Hair length and appearance: All hair must be kept neat and clean at all times. Male technician's hair will not touch shirt collars and will not hang over ears. Violations will be dealt with written warnings, suspensions, or termination. All hair length will be dealt with on an individual basis within these guidelines.

Sign _____ Date _____

Customer Service RepresentativesHIRING 19001BAUTHOR: Caroline McIntoshPAGE: 1 OF 2

APPROVED BY: _____

DATE: 2/23/06

Customer Service Representative Requirements

- High School Graduate or GED, minimum.
- 18 years old.
- Use no illegal substances. A substance test will be given at Company expense.
- Not conduct illegal activities.
- Not be convicted of a Felony in the past seven years.
- Not be convicted of any misdemeanor of sex, theft, or battery crime in the most recent ten years.
- Pass a comprehensive physical examination. Examination will be paid for by the Company.
- Build a favorable Company Image through example, quality service, and the proper handling complaints.
- Read, understand, and comprehend English.
- Follow directions and instructions.
- Ability to use office equipment or to be trained.
- Ability to learn how to use our handheld PC.
- Daily proficient use of Word and Excel.
- Be aware of and subscribe to the Mission Statement of the Company.
- Work well with the public and the Customers as well as co-workers.
- Tell time and have an understanding of time periods and scheduling.
- Read a road map.
- Talk to Customers and Potential Customers in a way that promotes our Services.
- Customer Service: answering phones, handling customer complaints and walk-ins.
- Must be able to converse with customers in a professional and pleasant manner.
- Answer phone & take messages efficiently.
- Must be able to present themselves in professional attire and have a pleasant attitude.
- Prepare route technicians day sheets and invoices. This includes daily conversation with technicians and management.
- Process route work when turned in daily.
- Prepare time cards & commissions weekly for payroll.
- Maintaining accurate scheduling tools.
- In depth balancing daily, weekly and monthly.
- Monthly statements
- Accounts receivable: verifying payments, balancing money and collections.
- Filing contracts, invoices and misc. paperwork.
- Perform and complete other duties as assigned.
- Help to keep office neat clean and tidy.
- Communicate.

I have read and understand the requirements of the position.

I feel I can meet and exceed these expectations and wish to fill out a job application and be considered for employment.

Date: _____, 20____

Signature: _____

