

# Company Policy

## Section 500 - Job Descriptions - Districts

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### **Pest Control Technician**

Reports To: Pest Control Department Manager

#### **Essential Duties and Responsibilities:**

A Pest Control Technician is to work all contracts and miscellaneous pest control on their route to the satisfaction of the customer. Work is to be done in a prompt, efficient, dependable, courteous manner, while maintaining a neat appearance at all times. All duties should be in compliance with applicable state and local laws.

#### **Specific Duties Include:**

- Outline each day's work with the Department Manager, emphasizing complaints, call backs and new contracts.
- Arrange work schedule by zones so they may service the largest number of accounts in the smallest geographical area as possible.
- Prospect for new business – turn in termite and pest control prospects (gold leads) in writing to the office.
- Maintain adequate equipment and supplies in their vehicle to accomplish any job they may encounter and keep their equipment in clean working order.
- Make contact with the customer prior to a service visit, as well as after the visit if unable to speak with the customer at the time of service.
- Handle any complaints and call backs promptly. Follow-up with customers to ensure satisfaction.
- Handle all chemicals in a safe manner according to label instructions, using extreme care in homes and around children and pets.
- Retain their customers and extend all contracts when possible. Only the Department Manager is authorized to cancel contracts. Prospect for termite inspections and turn in GOLD Leads to replace cancellations.
- Responsible for collections of their accounts.
- Complete daily activity report listing their work orders completed, collections and a summary of other activities.
- Keep vehicle clean and maintained at all times, drive in a safe and courteous manner and keep it locked and secure whenever technician is away from it. Vehicle should be driven for business purposes only. Follow safety policy when involved in automobile accident with company vehicle.
- Encouraged to finish work in 20 working days and extra time should be used to collect, sell and prepare for the next month.
- Assist other technicians to complete their routes in case of emergency, sickness or vacation.
- Assist Department Manager in recruiting new pest control technicians.
- Other duties as assigned.

Saturday and evening work may be required at times.

Must be insurable, as well as maintain a valid driver's license and operate a motor vehicle in a safe manner and in accordance with applicable state and local laws.

Must be able to read, write and perform math computations.

Reliable attendance.

Good communication skills.

The above job description is subject to periodic revision.

***See back for Physical/Environmental Demands***

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## Section 500 - Job Descriptions - Districts

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### **Route Assistant or Service Assistant - Pest and Utility**

Reports To: Termite/Pest Control Department Manager

#### **Essential Duties and Responsibilities:**

To assist the technician on his daily route. All duties should be in compliance with applicable state and local laws.

#### **Specific Duties Include:**

- Follow the training program outlined for a service technician.
- To work on any route as assigned which is vacant for any reason.
- To follow all points of the job description for a pest/termite control technician when they are on a vacated route.
- To assist other technicians and route supervisors any time their assistance is required.
- Make contact with the customer prior to a service visit, as well as after the visit if unable to speak with customer at the time of service.
- Other duties as assigned.

A Route Assistant will be given consideration for a route/area whenever there is a vacancy in the district.

Saturdays and evening work may be required at times.

Must be insurable, as well as maintain a valid driver's license and operate a motor vehicle in a safe manner and in accordance with applicable state and local laws.

Must be able to read, write and perform math computations.

Reliable attendance.

Good communication skills.

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### **Creative Sales Trainee (CST)**

Reports To: Sales Manager and/or District Manager

#### **Essential Duties and Responsibilities:**

This is an introductory and temporary sales position. Successful completion of the CST program ultimately leads to employment as a Cook's Inspector or Commercial Consultant. All duties should be in compliance with applicable state and local laws.

#### **Specific Duties Include:**

- Successful completion of Cook's Academy of Customer Service, Pest and Termite Control field training, and initial sales training program.
- Scheduling creative sales by phone or other methods for district sales department inspectors and consultants; attain monthly goals and objectives as directed.
- Maintenance and organization of all sales forms and prospective customer data.
- Attend company sales meetings and training seminars.
- Work hours may vary based on seasonality and creative scheduling success, and will include evenings and Saturday availability.
- Compliance with all company policies, instructions and directives for the fulfillment of company objectives and maximum profitable sales.
- Other duties as assigned.

Saturday and evening work may be required at times.

Must be insurable, as well as maintain a valid driver's license and operate a motor vehicle in a safe manner and in accordance with applicable state and local laws.

Must be able to read, write and perform math computations.

Reliable attendance.

Good communication skills.

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### Commercial Consultant

Reports To: Sales Manager and/or District Manager

#### Essential Duties and Responsibilities:

Responsible for providing commercial sales coverage and creating commercial sales for all services and products to current and prospective customers in his or her assigned territory. This responsibility is to be conducted in accordance with the company's policies and programs. All duties should be in compliance with applicable state and local laws.

#### Specific Duties Include:

- Maintain and increase the commercial sales volume of assigned territory, as outlined in individual monthly and annual sales quotas and inspection requirements.
- Aggressively respond to all office leads, customer care leads and gold leads, and seek new customers through creative commercial sales programs during the sales year.
- Follow company guidelines, including those addressing inspections/appointments and proposals.
- Personally inspect all properties accurately before submitting commercial sales proposals. Additional customer needs are to be communicated and additional services proposed.
- Maintain an organized Daily Activity Book, as well as additional customer reports and records; to submit a daily prelist and sales report each workday, as well as any call reports in accordance with company instructions.
- Price all services and products as listed on company pricing schedules unless prior approval by district management has been received.
- Adjust customer complaints in accordance with company policy and advise management promptly of any situations beyond his or her scope of authority.
- Assist the Sales Manager or District Manager in recruiting new sales representatives as needed.
- Responsibly care for and maintain sales equipment and supplies, as well as the company sales vehicle in accordance to company instructions.
- Assist in the field training of any salesperson as requested.
- Assist in collecting payment for work sold.
- Comply with all company policies and instructions; maintain a neat and professional appearance at all times.
- Cooperate with all personnel at the district and department level, as well as other divisions; assume obligations of good citizenship and to participate in worthwhile community activities.
- Other duties as assigned.

Saturday and evening work may be required at times.

Must be insurable, as well as maintain a valid driver's license and operate a motor vehicle in a safe manner and in accordance with applicable state and local laws.

Must be able to read, write and perform math computations.

Reliable attendance.

Good communication skills.

The above job description is subject to periodic revision.

**See back for Physical/Environmental Demands**