**Position Description**

**Service Technician, General Pest**

JOB TITLE: Service Technician

REPORTS TO: Service Supervisor

CLASSIFICATION: General Pest

JOB PURPOSE: Apply or release chemical solutions or gases and set traps to remove pests and vermin that infest buildings and surrounding areas to the satisfaction of the customer and in accordance with industry & company rules and regulations.

RESPONSIBILITIES:

* Inspect, diagnose pest problems and render appropriate service, using approved materials and methods.
* Be courteous and customer service-minded at all times.
* Estimate the cost of services.
* Work both indoors and outdoors and often in tight spaces that may require crawling or kneeling.
* Productive use of service time and travel (plan your activities at the accounts and plan your driving routes so you can get things done in the shortest amount of time).
* Apply pesticides in and around buildings and other structures safely and effectively in accordance with the label and state regulations.
* Use baits and set traps to remove or kill pests.
* Design and carry out pest management plans.
* Drive trucks equipped with power spraying equipment.
* Create barriers to prevent pests from entering a building.
* Direct or assist other workers in treatment or extermination processes to eliminate or control rodents or insects.
* Respond to unscheduled requests for service. Make phone calls to communicate with customers and the company as needed, to assure smooth flow of service.
* Educate clients on techniques for reducing pest problems
* Be available for work during hours other than the normal 8-5 day. (Some accounts may need early morning, evening or Saturday service.)
* Maintain proper care of company vehicle, equipment, materials and records. Must maintain accurate reports on time expended, materials used and customer names where service rendered.
* Maintain accurate records.
* Attend all scheduled training. Study at home to obtain certification and license.
* Follow company policies and procedures.
* Recognize and participate in sales opportunities. (know when to “up-sell” a customer)
* Other duties as assigned.

 SKILLS

* Critical Thinking
* Service Orientation
* Monitoring
* Coordination
* Complex Problem Solving
* Time Management

PERSONAL REQUIREMENTS

* Experience working alone with indirect supervision is preferred.
* Good verbal and written skills are necessary. A High School diploma is preferred.
* Must be readily able to take and carry out instructions.
* Must be capable of bending, stooping, kneeling, climbing, crawling and lots of walking.
* Must be able to lift and carry weights up to fifty (50) pounds.
* Must not be claustrophobic nor afraid of heights nor of climbing extension ladders.
* Must be able to drive stick shift truck.
* Must have valid driver’s license and produce a motor vehicle record showing three (3) or less chargeable violations over the past three (3) years.
* Must be able to work at least two (2) Saturdays a month April through Sept.
* Must be and stay drug free.
* Must be willing to sign a non-compete agreement.

This job description does not constitute a written or implied contract of employment.

**Declaration of Understanding**

I have read, understand and acknowledge that I can perform this job as described within this position description.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (please print)

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please indicate whether you are an employee or applicant for employment:

[ ] Employee

[ ] Applicant for employment