



## Team Member Position Description

Job Title: Field Service Representative	Job Code: N/A
Department: Service	Job Grade: N/A
Revision Date: 3/2010	Fair Labor Standards Act (FLSA):

### Position Overview

As a Field Service Representative you will be responsible for creatively servicing, maintaining and building relationships with current and new customers. You will maintain customer relations with accounts which currently exist. You will be responsible to develop and manage new accounts and open the opportunity for the company to expand into additional areas of service. You will work directly with the team leaders in their specific territory as a team in this effort as our company works as a cohesive team at all times. You're training to become familiar with the company's business philosophies will be intense as well as gaining the experience necessary to fulfill these responsibilities and job duties will be combined with your personal expertise and experience.

### Essential Job Functions

- Managing Current Consumer Relations
  - Frequently visit with current major accounts regularly to service and maintain good relationships, proactive attitudes, and foster new opportunities.
  - Keep area team leaders informed of any issues they need to know to better service accounts or to grow accounts.
- Develop New Opportunities
  - Work directly with area team leaders to develop new account relationships.
- Obtain Initial Training & Certifications For The State of Colorado
  - General Services
  - Vertebrates Services
- Acquire and maintain the necessary training needed to present the best opportunity for your personal growth and the companies.
  - Need to understand our service processes and philosophies.
  - Need to maintain and grow this knowledge with constant ongoing training.

### Non-essential Job Functions

- Ensure the best inner office communications possible.
  - Through all departments
  - Positive motivational attitude
- Maintain and positive approach personally magnified through your team (CAN DO ATTITUDE).
- Make sure you know your team and their needs at all time.

## Requirements

- Strong desire to look for opportunities to grow and be better at all times
- Knowledge of computer use and software such as day to day business system operations, office solutions, and reporting software solutions
- Desire to work well with those on a team
- Knowledge of complex relationship building
- Maintain professional appearance and demeanor at all times as outlined by the Company.
- Excellent Communication Skills

## Other Skills/Abilities - Helpful But Not Required

- Wildlife Management Services
- Pest Management Services
- Construction Knowledge

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

## Introduction & Training Process

### Initial Training Process

1. The initial training process is designed to provide you with the knowledge you will need to understand our business and service philosophies. Even though we are a pest control company, first and foremost we are in customer service. PestRite takes our customer service a step further with all that we do. We consider our approach a role of leadership in constant evaluation to find the best ways to serve our customers.
  - a. This process will consist of 90 days of time in the field, 30 days with each of our service team leaders up and down the Front Range.
  - b. This process will help you begin to build and understanding of our customer base as well as our service and sales approach.
2. After your initial training you will begin to work with our current customer base in a proactive manner.
  - a. Quality Assurance Visits will take place to be sure that accounts are up to date and to make contacts with those whom we need to know about.
  - b. Develop stronger relationships to expand services if needed.
  - c. Evaluate current service strategies and suggest upgrades or changes if and when needed.
  - d. Renew agreements proactively with customer account managers.
3. Set regularly scheduled ride alongs with all team leaders in all areas each week to continue to train and gain industry knowledge.
  - a. One team leader per week for the best day that will get you the most training experience possible.
  - b. This is an ongoing process that will never stop as both parties will gain experience needed from each other.
4. During your first year it would be expected that you become at minimum certified as an individual in the following categories;
  - a. General Pest Control
  - b. Structural Pest Control
  - c. Vertebrate Pest Control
5. During your second year it would be expected that you become at minimum certified in the following categories;
  - a. Wood Destroying Insects
  - b. Public Health
  - c. Fumigation
6. During your third year it would be expected that you become certified in the following categories;
  - a. Aquatics
  - b. Any other certifications identified to better promote our company.

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Applicant Name

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Date