



JOB DESCRIPTION

JOB TITLE:	Service Specialist	SAFETY SENSITIVE:	Yes
FLSA STATUS:	Non- Exempt	DEPARTMENT:	Technician
DATE:	February 2022	REPORTS TO:	

JOB SUMMARY

The Service Specialist is responsible for identifying, selecting, mixing, and applying chemical or manual solutions to eliminate pests. The position will also set traps to kill or remove pests and vermin that infest building and surrounding areas. The Service Specialist will also be involved in sales and providing estimates to customers for services.

ESSENTIAL DUTIES AND OTHER RESPONSIBILITIES

- Control pests in a variety of accounts.
- Physically inspect a variety of structures to determine the presence of pests, evaluate the severity of infestations and the degree of structural damage.
- Interface directly with homeowners, homebuyers, and their agents about the work to be conducted.
- Create diagrams and graphs showing the type, degree, and location of infestations.
- Perform creative sales solicitations and provide estimates.
- Coordinate activities with other technicians and office staff.
- Figure out job costs and estimate work time.
- Receive and properly account for company funds collected during business activities.
- Perform other administrative tasks at the supervisor's direction, including ordering equipment and supplies, submitting a variety of reports, and calling clients regarding reservices and stopped services.
- Submit all paperwork and collections daily.
- Block physical access to restricted areas.
- Maintain company-issued equipment and vehicle in a clean and safe condition at all times.
- Attend and actively take part in all meetings.
- Report client comments and feedback to management.
- Exhibit exemplary attendance and punctuality.
- Comply with company policies and procedures.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of principles and processes for providing customer and personal services.
- Skilled in actively looking for ways to help people.

- Skilled in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skilled in monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- The ability to communicate information and ideas in speaking so others will understand.
- The ability to communicate with people outside the organization, representing the organization to customers, the public, and other external sources.
- The ability to apply general rules to specific problems to produce answers that make sense.
- The ability to provide information to supervisors, co-workers, and subordinates.
- The ability to develop constructive and cooperative working relationships with others and maintain them over time.
- The ability to inspect equipment and materials to identify the cause of errors or other problems or defects.
- The ability to work well in a teamwork environment.
- The ability to discuss services information with customers or patrons.
- The ability to persuade and influence people's decision making.

SUPERVISORY RESPONSIBILITIES AND INTERACTIONS WITH OTHERS

This position has no supervisory responsibilities. The Service Specialist interacts with customers and co-workers daily.

EDUCATION, TRAINING, AND EXPERIENCE

- A high school diploma or general education degree (GED) is required.
- A valid driver's license and good driving record is required.
- Bilingual in English and Spanish is preferred.

PHYSICAL DEMANDS

PHYSICAL TASK	PHYSICAL REQUIREMENTS	FREQUENCY
Sitting	Must be able to remain in a stationary position for long periods of time.	Frequently
Standing	Must be able to remain in a vertical or upright position for long periods of time.	Frequently
Walking	Must be able to move about the work area, from one area to another to perform work duties.	Frequently
Lifting/Carrying	Must be able to raise up to 50 pounds of equipment, tools, materials, supplies, and/or other items from a lower to a higher position.	Frequently
Kneeling	Must be able to bend legs at the knee and come to a rest on knee(s) to position self on the floor/ground to work on various projects.	Frequently
Climbing	Must be able to climb from a lower space to a higher space and back down using a ladder or other device.	Frequently
Stooping	Must be able to bend body downward and forward by bending spine at the waist to position self to work in spaces close to the floor or on the ground.	Frequently

Reaching	Must be able to extend upper or lower extremities in an upward or downward direction to perform work tasks or other specific functions.	Frequently
Handling	Must be able to operate work equipment and handle product/materials to perform work duties.	Frequently
Grasping	Must be able to apply pressure to hold an object and to complete work duties.	Frequently
Seeing	Must have visual acuity to make observations and perform work duties.	Constantly
Talking	Must be able to communicate verbally with co-workers and customers to exchange information, respond to questions, and solve problems.	Frequently
Hearing	Must be able to receive information through oral communication to obtain information and assist in problem-solving.	Frequently

WORKING CONDITIONS

Duties are regularly performed at residential and business worksites or an outside environment. The work environment may reach temperatures of 100 degrees or more for more than one hour, or 30 degrees or less for more than one hour. The position requires travel to and from businesses, residences, and other worksites. The position may be subject to loud noises from machines and equipment while performing work duties. Duties may require frequent exposure to wet, humid, or dry conditions. Some exposure to grease/oil, dust, smoke, unpleasant odors, fumes, vibrations, cold/hot surfaces, electrical currents, and flying particles may occur. This position may work with machinery and/or dangerous equipment. The work pace can be very fast during deadlines and peak periods of the day, week, or month. Work hours may vary depending on the operational needs of the department, and evening, weekend, and overnight work may be occasionally required. Flexibility to work overtime as necessary is required.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, disability, veteran status, genetic information, or any other status protected under applicable local, state or federal nondiscrimination laws.

This document does not create an employment contract. Employees are employed on an “at-will” basis and may be terminated at any time. Consistent with all federal and state disability laws, Quality Pest Control will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause a direct threat to this individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation or cause undue hardship to the organization. Quality Pest Control provides equal employment opportunities to all applicants.

By signing below, I acknowledge that I have read and understand this job description.

Employee Signature

Date