



Market Leader

Position Description

SUMMARY

The Market Leader is responsible for leading their team to service and take care of our customers in the areas of Pest Prevention, Termite Protection, Lawn Care, Landscaping, and Home Services.

EXPERIENCE, EDUCATION and SKILLS REQUIRED

High school diploma or equivalent. Previous experience preferred. Excellent verbal communication skills, friendliness and ability to build rapport required. Must possess ability to learn and communicate technical, industry-related data pertaining to the services offered by Waynes. Must have a clean-cut, professional image, sense of pride, integrity, courage, self-motivation, attention-to-detail, perseverance, follow-up skills and dependability. Must display positive demeanor, professionalism and desire to please Team Members and potential and existing customers. Must enjoy travel, working independently, speaking and motivating large numbers of people. Must possess valid driver's license and meet company driving standards and drug screen requirements. Must speak English.

ESSENTIAL JOB FUNCTIONS and DUTIES

Collect, analyze and share competitive information

Grow the business

Manage expenses

Oversee Service Center Collections and Bad Debt

Report and monitor production numbers

Meet with supervisors daily to discuss the daily and weekly production and address any issues, questions, or concerns

Review and sign off on closings

Perform ride-alongs with Field Professionals on a routine basis to review performance

Budget annually and monitor on a monthly basis

Train and develop supervisors, sales team, field professionals, and customer experience team



- Work with leadership team to plan and carry out service center events
- Work closely with team and communicate frequently with customers
- Regular attendance at the Service Center and all required meetings
- Work well under pressure of deadlines
- Continually build relationships and promote excellent customer service, integrity and professionalism
- Work extensive hours to generate results
- Perform all other duties assigned

SPECIAL EQUIPMENT

Must possess ability to use computer and other required technology. Must be able to drive a vehicle.

TYPICAL WORKING CONDITIONS / SCHEDULE

Long hours on the telephone and personal contact with Team Members, Leadership, Sales Team and Builder and other Customers. This position requires the ability to work full-time, five to six days per week and approximately 8-10 hours per day. The Service Center Leader reports to the service line leaders.

REQUIRED PHYSICAL and MENTAL DEMANDS

Requires constant, seeing, mental alertness and hearing. Requires constant use of telephone, ipad and other technology associated. Must possess physical ability and stamina to work indoors, drive and talk. Requires corrected vision and hearing to normal range. Must have ability to communicate clearly.

This description may not be all-inclusive and is subject to change at any time.
The Service Center Leader is expected to perform other duties as assigned and directed.
Position descriptions and duties may be modified whenever deemed appropriate.

“I am able to perform the essential functions of this job.”

Signature

Print Name

Date

