



## **Pest/Termite Management Supervisor**

### **Position Description**

#### **EXPERIENCE, EDUCATION and SKILLS REQUIRED**

High school diploma or equivalent. Previous pest/termite management experience strongly 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 to be sold and serviced. 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 potential and existing customers. Must enjoy working with a team and leading a team. Must be able to lead and invest in team and get results from team. Must be honest, reliable and trustworthy. Must meet company drug screen requirements. Must speak English.

#### **ESSENTIAL JOB FUNCTIONS and DUTIES**

- Conduct door to door visits, phone calls, and follow ups with customers to ensure service is delivered
- Meet with customers to educate and convert leads to upgrade sales for additional products/services
- Report and monitor termite and pest prevention numbers for the Service Center
- Check in daily with Field Professionals to discuss the day's production and any issues from the route
- Review and update chemical inventory and prepare orders for chemical purchase
- Create and Monitor Field Professionals schedules
- Review cancellation requests
- Perform ride-a-longs with Field Professionals on a regular basis to review performance
- Perform vehicle inspections
- Monitor and approve PTO, timesheets, and overtime
- Monitor and report vehicle mileage
- Train new hire Field Professional as needed
- Review and sign closing paperwork
- Inspect termite damage claims and manage the repair of damage
- Assist in collection efforts
- 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 with other Service Centers to supply additional help from their technicians or personally service routes when have insufficient number of technicians to complete work.

#### **TYPICAL WORK CONDITIONS / SCHEDULE**

This position has a mix of indoor office activities and outdoor inspection and treatment activities on customer property. This position requires the ability to work full-time, five to six days per week and approximately 10 hours per day. Must be able to travel overnight to other Service Centers occasionally. This position reports to the Market Leader.

#### **REQUIRED PHYSICAL and MENTAL DEMANDS**



Requires mix of sitting, standing, stooping, walking, crawling in crawl spaces and attic spaces, lifting and carrying heavy objects, driving, mental alertness and hearing. Requires constant use of telephone, iPad and other technology associated with a supervisor position. Must possess physical ability and stamina to work indoors and outdoors in various weather types. Must be able to lift up to 25 lbs. 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 Pest/Termite Supervisor is expected to perform other duties as assigned and directed.  
Position descriptions and duties may be modified whenever deemed appropriate.