

# Position Contract

POSITION TITLE: Team Lead Pest Specialist

REPORTS TO: Branch Manager

**RESULT STATEMENT:** I am accountable for producing the following result:

To eliminate and prevent pest infestations of COMPANY customers, while adhering to the standards outlined in the strategic objective while assisting the Branch Manager in day-to-day management of pest specialists

## CRITICAL RESULT AREAS:

1. Culture - The primary job of the Team Lead is to help maintain and shape the culture of the branch. The culture is a direct representation of branch health, so keeping the culture positive is of the utmost importance.
2. Route Management – Service COMPANY customer accounts according to procedures, checklists and guidelines established by the company. Specifically, you should maintain a high rate of utilization.
3. Customer Experience – Establish and maintain excellent customer relationships. Specifically, you and the team members that report to you, are required to deliver an exceptional customer experience to every COMPANY customer and consistently exceed the expectations of the customer.
4. New Sales – Consistently offer and provide new services for customers. You are expected to perform routine inspections in addition to the service that you provide to recommend possible improvements on our customers' homes.
5. Training – Constantly upgrade skills and stay ahead of industry trends – to include treatment methods, new treatment and service technology.

## STANDARDS:

### Position Standards

1. Consistently work on improving the customer experience. It is your duty to always look for new ways that we can improve our service and offerings for the betterment of our customer base.
2. Conducts at a minimum two huddles a week to go over any issues, concerns, or problems in the field..
3. Accurately completes all required paperwork for services performed (contracts, waivers, graphs, chemical calculations)
4. Accurately services structures according to COMPANY standards and established procedures
5. Appropriately represents all services provided by COMPANY by adhering to the professional standards outlined in the team member handbook and strategic objective
6. Maintain professional cleanliness and grooming standards according to the team member handbook
7. All work performed will be according to the rules and regulations as set by the Department of Agriculture

### Company Standards

- All work will complement and adhere to COMPANY core values of integrity, service and Excellence
- All work will be performed according to the company policies and standards inherent in all position contracts, system action plans, team member handbooks, operations manuals and dress codes.
- All Work will be performed in accordance with all governmental laws, regulations and ordinances.
- All telephone calls both internal and external will be returned within one business day (or 2 hrs if possible)
- Manager will be notified of any issues to be resolved or deadlines that cannot be met by the reporting position, prior to the due date.
- All routine work will be documented in proprietary operations manuals. All business communications will be professional in tone and content and in accordance with company policy
- Team members will respect each other's time, space and need for concentration. Socializing and interruptions must not impede workflow
- Team members will have weekly scheduled meetings with their manager
- Team members are encouraged to recommend ideas for the improvement of their department and position that are consistent with the company's Strategic Objective and The Essentials

**SIGNATURES:**

## STATEMENT OF POSITION HOLDER:

I accept the accountabilities of this position and agree to produce the result, perform the work and meet the standards set forth in this position contract.

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Date

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Signature

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Printed / Typed Name

## STATEMENT OF THE POSITION HOLDER'S MANAGER:

I agree to provide a working environment, necessary resources, and appropriate training to enable the accountability of this position (result, work, standards) to be accomplished.

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Date

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Signature

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Printed / Typed Name

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