

Pest Control Technician

Overview

First and foremost your job is to WOW the client. Your job is to provide service to the best of your ability and represent the company the best you can. You are not just representing the company, but you are representing Jim Zylstra. We have high moral standards and need to do the right thing at all times. Make recommendations to the client that are in their best interest, even if it costs a sale for the company. Exceed the client's expectations by rolling their trash cans to the house if they are empty, move children's toys and pet toys out of your way, and present them with their newspaper if it is on their step or in their bushes. Our end goal is to make every client happy enough that they will refer their friends and neighbors to us and write a review about us on the internet.

Your secondary objective is to help the company grow. We grow our company by 2 ways: new clients and up selling additional clients more services. By providing great service our clients will refer us, but we still need you to ask the client for referrals. Make suggestions to clients to solve problems like wasps nests, mosquitoes, lawn fertilizing, over seeding, aeration, and grub control. Don't assume our clients know all the services we offer. Always thank the client for their business.

Your job is to continue learning more about equipment repairs and maintenance, and best horticultural practices. We will do our best to provide you with these opportunities, but we do expect you to look for educational opportunities.

Know the policies in the company handbook.

Preparation for the day

Fill out the production board every morning.

Read and initial notes on the whiteboard in office.

Insure truck has proper condition code flyers, envelopes, posting signs, a pen, and plastic bags.

Insure truck has all the materials and equipment needed for the day.

Clean the truck on outside if it is dirty.

Clean the trailer or rack that carries the equipment.

Pick up all trash on the inside of the truck.

Make sure equipment is properly secured and truck is equipped with extra straps.

Make sure truck as proper rubber boots, gloves, goggles, and respirator.

Make sure truck has proper tools and commonly broken spare parts.

Make sure tires on truck and equipment are properly inflated.

Pick up tools before leaving the shop.

Clean up spills and trash before leaving the shop.

Make sure equipment is properly running.

Make sure you have all products and tools on the truck that you need for the day.

Turn off the lights and close the overhead door.

Other than the white board and production board, most of these things can be done at the end of the day.

We would like to see everyone out of the shop in 10 minutes after punching in.

Out in the field

All accounts that are not a single family residential house need to have the caution keep off the grass signs posted at every entrance point.

Drive responsibly

As of 1/1/2012 NO TALKING OR TEXTING ON CELL PHONE WHILE DRIVING

Leave phones in the truck so that they are not a distraction while on the lawn or talking to the client.

Only use phones for personal calls or texts if it is an emergency or arranging for a ride home, unless you are in a rain delay.

Read and reply to texts from the office.

Keep uniforms tucked in and as clean as possible. Carry an old tee shirt along in case you have to work on equipment. If a scrubby shirt is not available, do not work on equipment with company jacket or sweatshirt, work in the pants and shirt that are owned by the uniform company.

On the Client's Property

Insure that all new clients actually have mole damage. Unless there is a note on the account that we are hired to control voles, if they do not have mole activity call them and try to upsell them to a vole repellent application (unless the salesman sold moles with voles as a contingency).

Leave all new mole clients a mole client welcome letter and 5 orange flags so that they can mark new mole activity as they see it.

If you are at a new client's property and they don't have moles, do NOT treat for moles. If it is a vole problem, try to convert the client to a vole repellent program. Do NOT leave the invoice. Bring it back to the office.

Look for the orange flags that clients place out for us. If you don't set traps by a flag, write a note explaining why. This may be because you baited or it is not mole activity. Leave the orange flags on the step by the door you hang your paperwork at so that they know you addressed all their areas that were marked.

Any traps that are not set in the lawn area need to have a note on our copy so that we can make a note in the computer for the next tech.

When traps are MIA or damaged. Leave the notice with the customer and record it in the mobile live app. Also note in the app that the notice was left so we know they can be expecting a bill for the trap. Write down if the flag was gone also and the location if known.

If lawns are loaded with activity, feel free to leave a note on our copy that we should schedule another service call for the next week.

Clients that have notes about being fussy or wanting a lot of traps need overkill when they have an outbreak.

We assume continuous service each year, but despite many emails, post cards, letters, and phone calls during the winter, not every client reads our information. If an account is flagged as "unconfirmed moles 20..", do not set traps on the first visit. Use very little bait, but spray the border. The idea is we want them to call us. Do not say you are there to confirm. Any discussion with the client should be geared towards you saying you are there starting their service. They will either cancel, or not say much.

Any communication that is not a direct cancel is considered a confirmation. Note the app and paperwork about your interaction.

Any moles that are trapped can be buried back in the ground near the trap.

If you see no fresh activity, always spray the boarder and bait old runs or along the foundation.

Check the bark beds for vole or mole activity.

Watch flag codes for invisible fence and underground sprinklers. Be careful when setting chokers on the perimeter of these lawns.

Use one marking flag per trap. Do not try to use one flag between 2 close traps.

If you do not have marking flags do not set traps.

If you set traps in non-lawn areas, make a note in the mobile live app where they are so that other techs can find them.

For voles, spray the bark beds. Especially in the spring.

All traps need to be moved with every visit. If a trap is in an active run, move the trap over 2 feet so the grass can get mowed where the trap was.

Even if you have told a client about a problem the last time you were there, tell them that information again. We cannot force the client to follow our recommendations, but we need to make sure they receive the message so we cannot be blamed when the lawn does not reach its full potential.

Rate the client's property.

Spray scoot mole every time.

Do not put traps in old runs. If there is no activity, spray.

We are **not** spraying the boarder of condos, schools or other large commercial properties.

We cannot do a school during business hours, it must be 4 hours before anyone is allowed to re enter.

We will have to use No Mole traps only and place the flag as far down in the ground as possible.

Products

Know the product and how to mix it.

Know what MSDS sheets and product labels are and where to find them in truck and on the internet.

Know what is in the spill kit and how to use it.

Equipment

We try to provide the best equipment to make you the most efficient you can be. However, we are constantly evolving and looking for your feedback on how we can help you improve and be more efficient at your job.

Have a basic understanding of your equipment. Be able to describe problems with the sprayer so that we can be troubleshoot over the phone.

Know what hills the equipment can handle and don't drive on unsafe terrain.

Check for leaking nozzles.

Know how to use a circuit tester to check for electrical problems.

Paperwork

Read and initial notes pertinent to each job.

Pay attention to client's history.

Pay attention to client's scheduled services and programs.

Always leave a "new mole client" letter on every client in which this is the first visit.

On the second to final visit (only 2 Y's left on the program), leave a second to final notice and mark it on our copy of the invoice that you left the notice.

On the final visit (1 y left on the program), leave a final notice and check on our copy that you left the notice.

Understand program codes or uses key sheet.

Keep an accurate count of both mole and vole traps. Record on the paperwork how many of each kind of trap are on the property when you leave. Don't record how many were added or removed, but actual number of traps left at the property. If you leave zero traps, write "0" on the invoice in the appropriate blanks.

Record the number of trapped moles on the paperwork to the client and to us. If the client tells you they emptied a mole(s) out of our traps, record the mole on our paper work as if you caught it.

If the client does not have flag codes of dog, an invisible dog fence, or underground sprinklers, pay attention to the property. Look for the sign of an invisible fence on the mailbox. Look for a dog with shock collar on it.

If there are no flag codes for underground sprinklers, look for the vacuum breaker against the house to determine if they have underground sprinklers.

Let us know when the size of the lawn is wrong.

Let us know when geocoding is wrong, and help us mark it in the right location.

Bring all slips come back to the office, billing copies for businesses can be thrown away as long as there is no balance shown.

Insure all client notes are legible.

Notify client and office of problems with lawn.

Notify client and office with potential up sells for property like moles, grubs, mosquitoes, wasps, etc.

Fill out the mobile live app completely. If you catch moles, use worms, or leave marking flags, you need to indicate the number in 2 locations: The first location is in the notes, the second is a product code.

If there is no new activity, make sure to check the condition code for No New Activity and leave the client a note that you did not see any fresh activity but that you baited old runs and sprayed the border.

If the client has used our red flags to mark areas, and we are not able to trap in those areas because it is either not moles, feeding runs, or moles are too deep, make sure to write the explanation to the client why there is no traps in areas they marked and type a note in the mobile app for us.

Second to final visit:

In the mobile app, you have 2 condition codes: L2A and L2N. L2A means you left the second to final notice and that they still have activity. L2N means you left the second to final notice and they do not have any new activity. We follow up on all second to final notices with an email and/or a phone call. If they have no activity we want to thank them for their business and ask for a referral and review. If they have activity we want to offer the program extension to them.

You will see on the paper work for 6 visit programs 4 of 6 MBs, 20 visits will be 18 of 20 MBs

Final visit:

Make sure to pick up **ALL** traps. Any traps left after the final visit will be picked up by the tech that was on the property last on their own time, in their own vehicle.

In the mobile app, you have 2 condition codes: LFA and LFN. LFA means you left the final notice and that they still have activity. LFN means you left the final notice and they do not have any new activity.

General awareness when working

Observe neighbors' lawns and leave flyers for services they may need or want.

Approach neighbors that are outside.

Look for good locations to place intersection or neighbor advertising signs.

End of the Day

Gas up truck and equipment.

Throw away all trash, including empty bags of scoot mole.

All trap marking flags should be straightened and properly stowed. Extra flags can be put in the designated storage area in the barn.

All traps need to be organized and straightened in proper storage compartment in the vehicle. Excess traps can be properly stored in our designated trap storage area in the barn.

Put tools and extra products back where they belong.

Finger test the side of the truck. If you run your finger on truck and it leaves a mark, it needs to be cleaned.

Write down and repairs that need to be done and fill out a repair tag if leaving equipment with your name so the mechanic knows who to ask questions of.

Put any electric back pack sprayers on the shelf and put a charger on them.

Turn off the lights.

Close the overhead doors.

Lock the side office door deadbolt and front door dead bolt if you are the last one back.

Fill out the end of day paper work while you are performing the task.

Washing truck and equipment

Make sure the truck, trailer/rack, and equipment is washed at the end of the week.

Since the pressure washer at full speed can take off our decals and paint, use a hand sprayer on the end of a garden hose.

High pressure can be used on the trailer/rack and inside of the wheel wells of the truck.

Scrub the wheels and flat bed on the truck with a different brush than the side.

Wipe down the truck after rinsing.

Every other week spray Armor All on a rag and wipe down the dash board, steering column, and inside of doors of the truck.

Scrub the rails of the rack or trailer with a different brush than what is used on the truck.

Spray a degreaser on the equipment and let it sit on the machine while you wash the truck and trailer/rack.

The equipment should be running at full speed while cleaning, or else it will stall out.

Scrub all 4 rims on the machine.

Scrub all surface areas that are accessible on the machine.

When the drying cloths are too dirty to use, put them in our dirty laundry bag.