

Hunter's Pest Control

Job description Assistant Branch Manager

Job Purpose

Under direction of the Branch Manager, plans, organizes, integrates, manages and evaluates the service activities and operations of assigned branch, ensures that branch has minimal "no service" accounts or cancellations and that customer expectations are being met and exceeded by team, and performs related duties as assigned. Ensures that all company employees provide passionately exceptional service to each and every customer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties and responsibilities include but are not limited to the following and may vary depending on area of assignment:

Plans, manages, controls, integrates and evaluates the service activities of assigned branch:

- * Assigns and schedules Supervisors' work on a daily basis.
- * Reviews and monitors daily service activities and operations (e.g. route technician productivity, cancellations, "no service" accounts, trouble calls, service slips, termite repair work) to ensure highly efficient, effective service results that are meeting and exceeding customer expectations and Company goals, identifies and assesses actual or potential problems or issues, determines resolution and thoroughly and appropriately resolves;
- * Interprets and enforces applicable Company policies, procedures and practices for assigned staff and, as necessary, makes recommendations to branch manager for improvement in these areas,
- * Reviews new account and other work provided by customer service and sales and, as necessary, identify and resolve issues.
- * Participates in developing, implementing and evaluating branch plans, work processes, systems and procedures to achieve or exceed monthly and annual goals, objectives and work standards,
- * Assists in analyzing, forecasting and addressing branch general pest and/or termite operational and staffing requirements;
- * Participates in forecasting, implementing and evaluating branch sales and revenue growth goals.

Assists in planning, organizing, managing and evaluating the performance of assigned staff:

- * Assists in establishing performance requirements and personal development targets;
- * Regularly monitors performance and provides coaching for performance improvement and development,
- * Recommends compensation and provides other rewards to recognize performance;
- * Recommends disciplinary action to address performance deficiencies, in accordance with the Company's Employee Policy Manual and consistent with Company policies and practices.

Provides leadership and works to develop and retain highly competent, team and customer-service oriented staff through selection, training and day-to-day management practices which support the Company's mission and values:

- * Interviews and makes hiring recommendations for designated positions;
- * As directed, instructs and educates team in formal training programs,
- * Assesses growth and development needs of assigned staff and recommends training opportunities to address those needs to branch manager,
- * Ensures that assigned staff are thoroughly and properly equipped and trained in relevant areas;
- * Mentors, coaches and guides assigned team members,
- * Encourages communication, teamwork and consensus among branch team and fosters teamwork between branches corporate staff.

Assists in ensuring that branch team members comply with safety and other applicable policies and procedures and laws, rules and regulations:

- * Regularly communicates, interprets and enforces policies and procedures,
- * Identifies, reviews and addresses violations or assists in these activities,
- * As assigned, schedules appropriate preventive maintenance checks and inspections for vehicles, equipment and tools,
- * As directed, completes and submits incident reports and other related documentation.

Actively supports team to ensure that customer expectations are exceeded and Company goals obtained:

- * Handles difficult or sensitive customer issues, requests and complaints and acts to promptly resolve and address these issues;
- * Provide expertise, guidance, support and assistance to field staff in day-to-day services and to customer service and sales staff in ongoing customer interactions;
- * As requested, performs general pest control services on difficult or "trouble" accounts;
- * Contacts "cancellation" accounts to determine reason for cancellation and, as appropriate, to persuade the customer to return to service.

Develops, compiles, writes, updates, review and reconciles service-related reports, records and documentation to ensure complete, accurate, current and concise.

May manage Branch chemicals and/or inventory:

- * Reconciles branch inventories and orders supplies to replenish as necessary;
- * Maintains effective working relationships with vendors in order to ensure ongoing, appropriate supply levels.

In the absence of the Branch Manager or as otherwise delegated by the Branch Manager, performs assigned duties of the Branch Manager.

QUALIFICATIONS

Knowledge of:

- * Theories, principles, methods and practices of management and supervision.
- * Motivational theories, principles and practices.
- * Principles and practices of customer service.

- * Industry-specific knowledge, including and understanding of theories, principles, practices, terminology and methods used in pest control, fumigation, and the control of wood destroying organisms.
- * Pest Control industry, company competitors and industry challenges.
- * Structural Pest Control Board rules and regulations and other federal, state and local laws, rules and regulations that affect branch operations, including those related to Human Resources and safety.
- * Uses of safety and other equipment used to conduct Company business.
- * Terminology, methods, techniques, uses and safety issues related to chemicals used by the Company.
- * Principles and practices of sound business communication.
- * Training methods and techniques.

Ability to:

- * Manage, lead and motivate assigned staff.
- * Understand, interpret, explain and apply Company policy and procedures.
- * Exercise sound, independent judgment within general policy guidelines
- * Operate a computer using word processing and spreadsheet applications and operate other standard office equipment.
- * Analyze complex service-related issues and problems, evaluate alternative solutions and develop sound conclusions and courses of action.
- * Communicate clearly and concisely, both orally and in writing.
- * Exercise tact, objectivity, sensitivity, strategy and judgment in dealing with concerned or angry employees or customers.
- * Establish and maintain effective working relationships with customers and all levels of Hunter's Pest Control employees.
- * Read, understand and interpret MSDS's.
- * Read maps and develop efficient routes.
- * Operate specialized equipment, vehicles and tools within area/s of assigned responsibility.
- * Mix and apply chemicals as designated by Company policies, practices and procedure and federal and state laws and regulations.

Experience and Training

A typical way of obtaining the knowledge, skills, and abilities outlined above is at least three years of progressively responsible experience in a service industry, or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

- * Graduation from high school or a G.E.D. equivalent
- * Valid California Class C driver's license.
- * Field Representative license in Branch II - General Pest Control issued by the Structural Pest Control Board of California
- * Some assignments may require Field Representative license in Branch II - Wood Destroying Organisms.

Assistant Branch Manager

PHYSICAL AND MENTAL DEMANDS

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand and walk, talk or hear, in person and by telephone; use hands to finger, handle, dell or operate standard office equipment, operate a vehicle and reach with hands and arms. The employee may be occasionally required to stoop, kneel, bend or crouch and lift up to 50 pounds. Vision requirements include close vision, use of both eyes and the ability to adjust focus.

Mental Demands

While performing the duties of this job, the employee is regularly required to use oral and written communication skills, read and understands documents; analyze and solve problems; observe and interpret situations; perform work on multiple, concurrent tasks with changing, intensive deadlines and constant interruptions; learn and apply new information and skill, and interact with staff, customer, vendors, the public and others encountered in the course of work. The employee may occasionally deal with dissatisfied or abusive customers or employees

WORK ENVIRONMENT

The employee works under typical office conditions, the noise level is usually quiet. The employee may occasionally work near heavy traffic, on ladders/scaffolding or in high, precarious places, work in confined spaces or work on uneven or slippery surfaces.

Hunter's Pest Control's mission is to passionately create exceptional service by providing our customers with quick and effective solutions, conceived and executed by our own highly skilled people. We will create customers for life by exceeding expectations. At Hunter's Pest Control, we believe that the extra mile is not extra.