



# Nottingham Pest Control

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[www.nottinghampest.com](http://www.nottinghampest.com)

## Pest Control Technician Job Description

Classification: Nonexempt

Position type: Full-time

Reports to: Owner/Operator

Date revised: January 18, 2022

### Summary

You will be responsible for building long-lasting, personal relationships with everyone you meet to become the neighborhood pest expert! You will also be expected to grow your route and the business through sales due to this relationship with customers through referrals. There is value in communication. This is why the customers will have direct communication lines to you through phone, text, and email. Utilize this opportunity to the best of your ability.

### Major Areas of Responsibility

With the general direction of the Owner/Operator, the Pest Control Technician may be responsible for:

- Controlling pests and weeds on-site in a variety of residential and commercial accounts.
- Physically inspecting a variety of residential and commercial structures (at interior, exterior, roofline, attic, and sub-areas) to determine the presence of pests; calculating the severity of infestations and the degree of structural damage.
- Interfacing directly with homeowners, business owners, property managers, homebuyers, and their agents regarding the work to be accomplished via text, email, and/or phone calls as well as in person.
- Creating diagrams and graphs indicating the type, degree, and location of infestations on an iPad.
- Performing creative sales solicitations and providing estimates.
- Determining the costs, estimating the crew time, and scheduling work.
- Receiving and properly accounting for company funds collected during the course of business activities. Depositing funds collected by the end of each week.
- Submitting and posting all daily work by the end of each day.
- Performing other administrative tasks at the supervisor's direction, including ordering equipment and supplies, compiling and submitting a variety of reports, and calling customers regarding client callbacks and stopped service.

- Maintaining company-issued equipment and vehicle in a clean and safe condition at all times.

## Required Knowledge, Skills, and Abilities

- Read, speak, and write English effectively.
- Communicate and respond to customers, coworkers, and supervisors in a timely fashion to assure a smooth flow of service.
- Sufficient mathematical skills to permit calculation of square feet, cubic feet, flow and coverage rates, mix ratios, room volumes, etc.
- Basic computer training or a willingness to learn.
- Be self-motivated, willing to pursue sales and grow the customer base.
- Manage difficult or emotional customer situations; Respond promptly to customer needs; Solicit customer feedback to improve service; Respond to requests for service and assistance; Meet commitments.
- Focus on solving conflict, not blaming; Maintain confidentiality; Listen to others without interrupting; Keep emotions under control.
- Follow policies and procedures; Complete administrative tasks correctly and on time; Support the company's goals and values.
- Prioritize and plan work activities; Use time efficiently.

## Work Environment

- You will work outdoors in all types of weather while working in areas that are confined, hot/cold, damp, odoriferous, dirty, and/or poorly lighted.
- During a normal workday, you may inspect, crawl and work in sub-areas, basements, and attics of structures and work with or around avicides, desiccants, fungicides, fumigants, herbicides, insecticides, miticides, propellants, rodenticides, termiticides, and other materials commonly found in and around structures.
- You will safely handle and dispose of pesticides properly.
- Attend tailgate meetings (when scheduled) and maintain an Applicators or Branch II license.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Physical Demands

- You must be physically fit and be capable of safely crawling and climbing. You will be required to lift heavy objects and sometimes transport them onto roofs, into attics, or under structures.
- While performing the duties of this job, you will be frequently required to stand, walk, and sit.

- You will be occasionally required to use finger digits and hands to handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.
- You must be able to occasionally lift and/or move up to 75 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Education and experience

- High School Diploma or GED (preferred).
- 3+ years of customer service experience (preferred).
- Licenses & Certifications (required):
  - FR Branch II
  - Applicator

## Additional eligibility qualifications and requirements

- Pass a pre-employment drug test, background check, physical examination (including fitness panel), and a lung capacity test.
- Valid driver's license and provide a current DMV printout showing a good driving record.
- A professional appearance is required. If the job requires the use of respirators or self-contained breathing apparatus (SCBA), facial hair that interferes with the face seal is not allowed.

## Other duties

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.