

Service Technician Position Guide

Name: _____

Date: ____/____/____

1.0 Introduction

This position guide establishes and describes the duties, authority responsibilities, reporting relationships, and measurements of performance of the Service Technician.

2.0 Functional Role

The basic function of the Service Technician is to perform services for customers using the Boss Optima operational procedures and guidelines.

3.0 Requirements

- 3.1 Must have High School diploma.
- 3.2 Must have a minimum of 1 year of service experience within the carpet cleaning industry.
- 3.3 Must be in excellent physical condition.
- 3.4 Must have organizational skills and basic mechanical skills.

4.0 Reporting Relationships

4.0 The Service Technician reports directly to the local business owner (_____).

5.0 Authority

The Service Technician is given all authority necessary to:

- 5.1 Perform high quality services for our valued customers.
- 5.2 Determine on job product and supplies usage while ensuring minimal waste.
- 5.3 Use Service vehicles as needed to perform company duties and services.

6.0 Responsibilities

The primary responsibility of the technician is to create enthusiastic customers who become fiercely loyal to our company. In addition the technician is responsible:

- 6.1 To ensure that the service equipment is clean and polished when used.
- 6.2 To ensure that all service vehicles are clean, maintained and secured upon return.
- 6.3 To ensure that the service vehicle cab is always clean, organized and immaculate.
- 6.4 To ensure that the service vehicle is always stocked with product and supplies.
- 6.5 To ensure that vacuum hoses are wiped down before usage.
- 6.6 To ensure that customer resolution is always achieved. And redo percentages are kept below 3%
- 6.7 To ensure quality rating are always over 95% (9) or (10) ratings in all sectors.

7.0 Tasks and Duties

Daily

- 7.1 Perform assigned route while ensuring we are on time to at least 90% of our clients.
- 7.2 Ensure customer satisfaction with each service.
- 7.3 Perform resolution procedure with each client to ensure a redo is not created.
- 7.3 Ensure payment is collected upon completion of each service.

Truckmount Pre Route check procedure

each day before before departure the technician is to perform the following procedure:

- Check to ensure sock filter bag is empty
- Check the pump oil dipstick and the engine oil dipstick.
- Check to ensure the blower lubricant is present.
- Check solution meter is set to proper setting.
- Check equipment to ensure all accessories are onboard before departure.

If Running Late Procedure

- If running late it is critical that we notify the client 1 hour before their timeslot.
Always call headquarters at least one hour before the timeslot and headquarters
Will call the customer.

Truckmount Post Route check procedure

each day before before departure the technician is to perform the following procedure:

- Clean all unit filters. Ensure sock filter bag is empty.
- Drain waste tank.
- Lube blower port.
- Report any damage or equipment malfunctions.
- Absolutely no trash, food, drink containers, or debris should be in service vehicle.
- Absolutely no company paper work left in service vehicle.
- Absolutely no spots or stains should be left not cleaned on service vehicle seats or floor mats.

8.0 Partner Development Pay Plan

New hire technicians are considered "partners in training" our goal is to develop you into our business model and help you prepare for a future partnership with our company. The initial pay plan you will operate under is as follows...

Base Pay

- 8.1 The base pay you will be compensated is 15% of each completed job.
- 8.2 Base pay is paid out on completed jobs that are paid in full.

In Home Sales Pay

- 8.3 Technicians are paid 20% of all In Home Sales.
- 8.4 Technicians have an In Home Sales quota of \$40 per job average. It is critical to our business model that you understand that In home sales are a required duty of this position. You will be provided with coaching and mentorship to help achieve your quota. Our business model is highly dependent on In Home Sales .

I understand that In Home Sales is a required duty of this position. And I understand that The minimum quota I must achieve is a \$40 per job In Home Sales average.

X_____ X___/___/___

Pay Cycle.

- 8.5 Technicians are paid twice a month on the same cycle as the local business owner. Revenue checks are processed every 2 weeks and depending on processing may arrive anywhere within a 3 day window every 2 weeks. The technician will be paid within 24 hours of the revenue check being received by the business owner.

Door Hanger Procedure Requirement

- 8.5 Technicians are required to pass out 6 door hangers on each neighbors door for every service performed. This procedure is mandatory to ensure the success of our local business.

I understand that the Door Hanger procedure is a required duty of this position.

X_____ X___/___/___

9.0 Future Partnership Territory Commitment

As a technician you have the ability to be granted a future partnership with our company. This is available after a minimum of 15 consecutive months has been worked. To be eligible for a partnership you must demonstrate that you are competent and completely skilled to manage a territory independently. The ultimate decision as to when or if a partnership is granted is made by headquarters in cooperation with the local business owner.

If a partnership is granted 5% of your revenue will be Paid as a royalty to the local business Owner who developed you on an ongoing basis. 37% will be paid to you as a partner.

It is critical that you understand that many elements will go into the decision to grant you a license, Including, work quality, ratings, on time percentage, lost demo percentage, and overall operating performance.

The territory that will be considered for a future partnership for you is a _____ mile radius Around the following address:

Territory Address Centerpoint_____

I formally accept the position of Service Technician X_____