



SDK HR-05002.04

Job Description - Customer Service Adviser

Job Title	Customer Service Adviser
Location	Paignton
Reports to	Operations Support Manager

The following information is furnished to help staff and those people considering joining SDK (Environmental) Ltd ('SDK') to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
2. Employees should not refuse to undertake work that is not specified in this document, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. SDK Environmental is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Company's services.
4. The Company is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Job Purpose

To answer all incoming calls from customers and deal with customer enquiries.

To identify service required, schedule appointments and ensure accurate information is recorded, using own initiative.

To take responsibility for each call from start to completion.

Main Tasks

- Answer incoming calls within defined time limits, using SDK script format to respond to callers.
- Identify customer needs and schedule appointments into pest control technicians' calendars, ensuring that correct data is entered on to the system.
- To answer queries from callers, providing accurate information, managing expectations and obtaining additional data if own knowledge does not cover specific questions to ensure that customer service excellence is provided at all times.
- To amend pest control technicians' diaries by adding, amending or deleting appointments where appropriate.
- Utilising SDK systems, to correctly record customer details and allocate them to the correct council or company for monitoring purposes.

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- When requested, return calls to those whose enquiries have appeared in the Support Box as directed by the Operations Support Manager, answering queries or scheduling/rescheduling appointments as necessary.
- When dealing with a complaint or agitated caller, to use customer service techniques and skills to defuse the issue and redirect call to the Operations Support Manager.

Key Competencies

1. Technical

Skills specific to work

- Carries out everyday duties in a competent fashion meeting the requirements of the job
- Consistently carries out accurate work with only rare errors
- Has a good understanding of the systems and procedures relating to the role
- Has detailed knowledge of the legislation relating to the role and materials and equipment used in carrying out duties.

2. Analytical and Reasoning Skills

The ability to identify, process and solve work related problems

- Is able to 'think on their feet,' identifying problems and what is required in a situation and attempting to offer possible solutions
- Shows initiative and takes a proactive approach to problem solving
- Shares information and solutions with others
- Keen to develop new ideas and skills where appropriate
- Learns from experience

3. Commercial Awareness

Understands the way the company operates, its services and markets. The ability to think and act commercially for the Company

- Demonstrates knowledge of operations activity and the broader services provided
- Is familiar with the services offered by the Company
- Makes an effort to read the Company's information and associated publications with a view to increasing understanding of the business
- Respects the need for confidentiality when dealing with the Company's client's information
- Is aware of the importance of cost control and makes the effort not to waste time or resources

4. Personal Impact

The ability to project and present a professional image and communicate effectively

- Demonstrates good listening skills and checks for understanding where necessary
- Creates well organised, accurate and concise documents, adhering to Company's standards at all times
- Maintains the confidence of others
- Demonstrates appropriate voice tone, language and behaviour when dealing with clients in stressful or conflict situations
- Excellent role model, demonstrated by behaviour and appearance
- Shows tact, courtesy and diplomacy at all times

5. Customer Care

The ability to respond to existing and potential clients' (both internal and external) needs and expectations

- Strives to understand and respond to clients' needs/problems
- Checks understanding of client needs if unsure of requirements
- Meets or exceeds clients' expectations in completing assigned work
- Responds to requests in a polite and friendly manner

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- Takes responsibility for ensuring requests are seen through to the end
- Considers most appropriate person to deal with queries and passes on information
- Keeps client informed of progress, particularly if a deadline cannot be met

6. Company Contribution

The ability to contribute to the Company as an individual and team member

- Shows flexibility in approach and is willing to accept additional responsibilities
- Communicates well and exchanges information with colleagues in own and other departments
- Learns from experience and continually strives to improve personal performance
- Participates fully as a team member, relating to people in a friendly and professional manner
- Has excellent time keeping and attendance record
- Ensures safe working practices at all times

7. Planning and Organising

The ability to plan and organise

- Works to given time frames and anticipates likely workflows to manage own time effectively
- Uses questioning to establish priorities and deadlines
- Considers impact of own on others work
- Flexible and able to deal with unexpected queries and demands
- Responds well to change and copes with additional pressure and workload
- Asks for assistance when required
- Offers assistance to others in order to ensure that team goals are achieved

8. Motivation and Values

The personal motivators and values that impact on performance

- Motivated by a desire to carry out role to the highest standard
- Is eager to learn from others and continuously improve ways of working
- Is enthusiastic about the role and is keen to contribute to the business success
- Collaborates willingly and effectively with others
- Demonstrates high level of personal and professional integrity

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SDK HR-05002.02 Job Description - Dog Warden

Job Title	Dog Warden
Location	Various
Reports to	Animal Control Manager

The following information is furnished to help staff and those people considering joining SDK (Environmental) Ltd ('SDK') to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

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3. SDK Environmental is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Company's services.
4. The Company is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Job Purpose

To minimise the nuisance caused by stray dogs by, so far as possible, keeping such strays from the streets by using approved methods of catching dogs.

To minimise the nuisance caused by all dogs, whether or not stray, in respect of dog fouling, noise nuisance from barking, and aggressive behaviour, through education and enforcement.

To promote the interests of the company to its customers and the public.

To promote responsible dog ownership.

Main Tasks

- Responding to complaints regarding stray dogs, delivering them to the SDK holding pens or taking them to kennels where appropriate, working with police where necessary and completing relevant documentation to meet legislative requirements.
- Patrolling streets, public places, etc. to keep such places free from stray dogs, including working unsociable hours if required.
- Catching, or attempting to catch, stray dogs and taking them to kennels.
- Arranging for the return of stray dogs to their owners.

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- Collecting, if required, fees due for the release of stray dogs.
- Investigating complaints of nuisance arising from the keeping of animals in domestic or commercial premises.
- Investigating complaints of dog fouling, and the enforcement of legislation against persons who allow their dog to foul public areas.
- Responsible for the application of anti-fouling chemicals, strictly in accordance with maker's instructions and COSHH legislation and maintaining records to ensure their safe use.
- The installation of signs and notices on gates, lamp posts etc. in relation to dog control.
- Participate in educational work relating to dog ownership and promotional work relating to SDK.
- Assist the employees of those organisations with whom the company holds contracts with advice and practical help on a wide range of animal control measures and the licensing of animals, owners and premises.
- The keeping and production of records for work carried out by SDK.
- The keeping of records, preparation of evidence and attending court in relation to animal warden work.
- Maintain a good working knowledge of legislation, Local Authority by-laws, Codes of Practice, etc. in respect of animal welfare and animal control.
- Such other duties as are commensurate with the role.

Key Competencies

1. Technical

Skills specific to work

- Carries out everyday duties in a competent fashion meeting the requirements of the job
- Consistently carries out accurate work with only rare errors
- Has a good understanding of the systems and procedures relating to the role
- Has detailed knowledge of the legislation relating to the role and materials and equipment used in carrying out duties
- Holds a current full driving licence that is valid in the UK

2. Analytical and Reasoning Skills

The ability to identify, process and solve work related problems

- Is able to 'think on their feet,' identifying problems and what is required in a situation and attempting to offer possible solutions
- Shows initiative and takes a proactive approach to problem solving
- Shares information and solutions with others
- Keen to develop new ideas and skills where appropriate
- Learns from experience

3. Commercial Awareness

Understands the way the company operates, its services and markets. The ability to think and act commercially for the Company

- Demonstrates knowledge of operations activity and the broader services provided
- Is familiar with the services offered by the Company
- Makes an effort to read the Company's information and associated publications with a view to increasing understanding of the business
- Respects the need for confidentiality when dealing with the Company's client's information
- Is aware of the importance of cost control and makes the effort not to waste time or resources

4. Personal Impact

The ability to project and present a professional image and communicate effectively

- Demonstrates good listening skills and checks for understanding where necessary

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- Creates well organised, accurate and concise documents, adhering to Company's standards at all times
- Maintains the confidence of others
- Demonstrates appropriate voice tone, language and behaviour when dealing with clients in stressful or conflict situations
- Excellent role model, demonstrated by behaviour and appearance
- Shows tact, courtesy and diplomacy at all times

5. Customer Care

The ability to respond to existing and potential clients' (both internal and external) needs and expectations

- Strives to understand and respond to clients' needs/problems
- Checks understanding of client needs if unsure of requirements
- Meets or exceeds clients' expectations in completing assigned work
- Responds to requests in a polite and friendly manner
- Takes responsibility for ensuring requests are seen through to the end
- Considers most appropriate person to deal with queries and passes on information
- Keeps client informed of progress, particularly if a deadline cannot be met

6. Company Contribution

The ability to contribute to the Company as an individual and team member

- Shows flexibility in approach and is willing to accept additional responsibilities
- Communicates well and exchanges information with colleagues in own and other departments
- Learns from experience and continually strives to improve personal performance
- Participates fully as a team member, relating to people in a friendly and professional manner
- Has excellent time keeping and attendance record
- Ensures safe working practices at all times

7. Planning and Organising

The ability to plan and organise

- Works to given time frames and anticipates likely workflows to manage own time effectively
- Uses questioning to establish priorities and deadlines
- Considers impact of own on others work
- Flexible and able to deal with unexpected queries and demands
- Responds well to change and copes with additional pressure and workload
- Asks for assistance when required
- Offers assistance to others in order to ensure that team goals are achieved

8. Motivation and Values

The personal motivators and values that impact on performance

- Motivated by a desire to carry out role to the highest standard
- Is eager to learn from others and continuously improve ways of working
- Is enthusiastic about the role and is keen to contribute to the business success
- Collaborates willingly and effectively with others
- Demonstrates high level of personal and professional integrity

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SDK HR-05002.03
Job Description - Hygiene Operative

Job Title	Hygiene Operative
Location	Various
Reports to	Operations Manager

The following information is furnished to help staff and those people considering joining SDK (Environmental) Ltd ('SDK') to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

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2. Employees should not refuse to undertake work that is not specified in this document, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. SDK Environmental is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Company's services.
4. The Company is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Job Purpose

To empty and maintain dog waste bins, litter bins, and other waste receptacles and disposing of waste material in accordance with Health and Safety requirements.

To assist, where required, the work of Dog Wardens and Pest Control Technicians.

To promote the interests of SDK to its customers and the publications.

Main Tasks

- Carrying out programmed routine visits to dog waste bins and other waste containers in parks, streets, etc., removing the contents and fitting new liners to the bin.
- Cleaning the outside of the waste bin and the ground in the immediate area of the bin.
- Carrying out minor repairs and replacement of damaged bins.
- The installation of new bins including, where appropriate, driving posts or fixing brackets to support the bins, and any ground work associated with such installation.
- The installation of signs and notices on gates, lamp posts, etc. in relation to dog fouling and dog control.
- The safe application of anti-fouling chemicals.
- Responsible for keeping records of work carried out.

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- Transfer and consolidation of collected waste prior to final disposal.
- Delivery of waste to disposal facilities.
- To assist, if required, the work of other SDK employees (e.g. Dog Warden, Pest Control Technician) but only as appropriate within the ability and training of the Hygiene Operator.
- Such other duties as required and are commensurate with the post.

Key Competencies

1. Technical

Skills specific to work

- Carries out everyday duties in a competent fashion meeting the requirements of the job
- Consistently carries out accurate work with only rare errors
- Has a good understanding of the systems and procedures relating to the role
- Has detailed knowledge of the legislation relating to the role and materials and equipment used in carrying out duties.

2. Analytical and Reasoning Skills

The ability to identify, process and solve work related problems

- Is able to 'think on their feet,' identifying problems and what is required in a situation and attempting to offer possible solutions
- Shows initiative and takes a proactive approach to problem solving
- Shares information and solutions with others
- Keen to develop new ideas and skills where appropriate
- Learns from experience

3. Commercial Awareness

Understands the way the company operates, its services and markets. The ability to think and act commercially for the Company

- Demonstrates knowledge of operations activity and the broader services provided
- Is familiar with the services offered by the Company
- Makes an effort to read the Company's information and associated publications with a view to increasing understanding of the business
- Respects the need for confidentiality when dealing with the Company's client's information
- Is aware of the importance of cost control and makes the effort not to waste time or resources

4. Personal Impact

The ability to project and present a professional image and communicate effectively

- Demonstrates good listening skills and checks for understanding where necessary
- Creates well organised, accurate and concise documents, adhering to Company's standards at all times
- Maintains the confidence of others
- Demonstrates appropriate voice tone, language and behaviour when dealing with clients in stressful or conflict situations
- Excellent role model, demonstrated by behaviour and appearance
- Shows tact, courtesy and diplomacy at all times

5. Customer Care

The ability to respond to existing and potential clients' (both internal and external) needs and expectations

- Strives to understand and respond to clients' needs/problems
- Checks understanding of client needs if unsure of requirements
- Meets or exceeds clients' expectations in completing assigned work

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- Responds to requests in a polite and friendly manner
- Takes responsibility for ensuring requests are seen through to the end
- Considers most appropriate person to deal with queries and passes on information
- Keeps client informed of progress, particularly if a deadline cannot be met

6. Company Contribution

The ability to contribute to the Company as an individual and team member

- Shows flexibility in approach and is willing to accept additional responsibilities
- Communicates well and exchanges information with colleagues in own and other departments
- Learns from experience and continually strives to improve personal performance
- Participates fully as a team member, relating to people in a friendly and professional manner
- Has excellent time keeping and attendance record
- Ensures safe working practices at all times

7. Planning and Organising

The ability to plan and organise

- Works to given time frames and anticipates likely workflows to manage own time effectively
- Uses questioning to establish priorities and deadlines
- Considers impact of own on others work
- Flexible and able to deal with unexpected queries and demands
- Responds well to change and copes with additional pressure and workload
- Asks for assistance when required
- Offers assistance to others in order to ensure that team goals are achieved

8. Motivation and Values

The personal motivators and values that impact on performance

- Motivated by a desire to carry out role to the highest standard
- Is eager to learn from others and continuously improve ways of working
- Is enthusiastic about the role and is keen to contribute to the business success
- Collaborates willingly and effectively with others
- Demonstrates high level of personal and professional integrity

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SDK HR-05002.01

Job Description - Pest Control Technician

Job Title	Pest Control Technician
Location	Various
Reports to	Operations Support Manager

The following information is furnished to help staff and those people considering joining SDK (Environmental) Ltd ('SDK') to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

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4. The Company is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Job Purpose

To carry out Pest Control Work (all species) and other Animal Warden/Hygiene Work as required.

To represent the company to potential customers with a view to providing advice and obtaining pest control work.

To promote the interests of the company to its customers and the public.

Main Tasks

- Responding to calls from clients requiring pest control treatment, dealing with complaints and enquiries regarding pest control, and organising work schedules as directed by the Operations Support Manager.
- Visiting customer's premises and carrying out pest control treatments.
- Maintaining records of pest control recommendations and treatments carried out, materials and equipment used and further treatments required.
- Obtaining payment (for jobs where payment is made at time of treatment), issuing receipts and accounting for monies received to Head Office.
- Organise storage of materials and ensure that stock rotation is maintained.
- Carry out, as and when required, the work of an Animal/Dog Warden.
- Carry out, as and when required, the work of a Dog Waste Hygiene Operator.

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- Participate in educational and promotional work in relation to pest control and animal welfare/dog warden work.
- Assist the employees of those organisations with whom the company holds contracts with advice and practical help on a wide range of pest control and animal control measures.
- Responsible for keeping records of calls and treatments carried out, timesheets, etc. for work carried out on behalf of the company.
- Maintain a good working knowledge of legislation, Local Authority bye-laws, Codes of Practice, COSHH etc. in respect of pest control and animal welfare.
- Such other duties as required and are commensurate with the role.

Key Competencies

1. Technical

Skills specific to work

- Carries out everyday duties in a competent fashion meeting the requirements of the job
- Consistently carries out accurate work with only rare errors
- Has a good understanding of the systems and procedures relating to the role
- Is able to work at heights and in confined spaces, including using short ladders and entering lofts
- Has detailed knowledge of the legislation relating to the role and materials and equipment used in carrying out duties
- Holds a current full driving licence that is valid in the UK
- Has no medical history of allergy to wasp or bee stings

2. Analytical and Reasoning Skills

The ability to identify, process and solve work related problems

- Is able to 'think on their feet,' identifying problems and what is required in a situation and attempting to offer possible solutions
- Shows initiative and takes a proactive approach to problem solving
- Shares information and solutions with others
- Keen to develop new ideas and skills where appropriate
- Learns from experience

3. Commercial Awareness

Understands the way the company operates, its services and markets. The ability to think and act commercially for the Company

- Demonstrates knowledge of operations activity and the broader services provided
- Is familiar with the services offered by the Company
- Makes an effort to read the Company's information and associated publications with a view to increasing understanding of the business
- Respects the need for confidentiality when dealing with the Company's client's information
- Is aware of the importance of cost control and makes the effort not to waste time or resources

4. Personal Impact

The ability to project and present a professional image and communicate effectively

- Demonstrates good listening skills and checks for understanding where necessary
- Creates well organised, accurate and concise documents, adhering to Company's standards at all times
- Maintains the confidence of others
- Demonstrates appropriate voice tone, language and behaviour when dealing with clients in stressful or conflict situations
- Excellent role model, demonstrated by behaviour and appearance

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- Shows tact, courtesy and diplomacy at all times

5. Customer Care

The ability to respond to existing and potential clients' (both internal and external) needs and expectations

- Strives to understand and respond to clients' needs/problems
- Checks understanding of client needs if unsure of requirements
- Meets or exceeds clients' expectations in completing assigned work
- Responds to requests in a polite and friendly manner
- Takes responsibility for ensuring requests are seen through to the end
- Considers most appropriate person to deal with queries and passes on information
- Keeps client informed of progress, particularly if a deadline cannot be met
- Are deemed suitable for working in homes where contact with children or vulnerable people is possible (a CRB disclosure is required for this position)

6. Company Contribution

The ability to contribute to the Company as an individual and team member

- Shows flexibility in approach and is willing to accept additional responsibilities
- Communicates well and exchanges information with colleagues in own and other departments
- Learns from experience and continually strives to improve personal performance
- Participates fully as a team member, relating to people in a friendly and professional manner
- Has excellent time keeping and attendance record
- Ensures safe working practices at all times

7. Planning and Organising

The ability to plan and organise

- Works to given time frames and anticipates likely workflows to manage own time effectively
- Uses questioning to establish priorities and deadlines
- Considers impact of own on others work
- Flexible and able to deal with unexpected queries and demands
- Responds well to change and copes with additional pressure and workload
- Asks for assistance when required
- Offers assistance to others in order to ensure that team goals are achieved

8. Motivation and Values

The personal motivators and values that impact on performance

- Motivated by a desire to carry out role to the highest standard
- Is eager to learn from others and continuously improve ways of working
- Is enthusiastic about the role and is keen to contribute to the business success
- Collaborates willingly and effectively with others
- Demonstrates high level of personal and professional integrity

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SDK HR-05002.13

Job Description - Wasp Control Technician

Job Title	Wasp Control Technician
Location	Various
Reports to	Operations Support Manager

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4. The Company is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Job Purpose

To carry out pest control work on wasps nests during the summer months.

To represent the company to potential customers with a view to providing advice.

To promote the interests of the company to its customers and the public.

Main Tasks

- Responding to calls from clients requiring wasp control treatment, dealing with complaints and enquiries regarding wasp control, and organising work schedules as directed by the Operations Support Manager.
- Visiting customer's premises and carrying out wasp control treatments.
- Maintaining records of wasp control recommendations and treatments carried out, materials and equipment used and further treatments required.
- Obtaining payment (for jobs where payment is made at time of treatment), issuing receipts and accounting for monies received to Head Office.
- Organise storage of materials and ensure that stock rotation is maintained.
- Assist the employees of those organisations with whom the company holds contracts with advice and practical help on wasp control measures.

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- Responsible for keeping records of calls and treatments carried out, timesheets, etc. for work carried out on behalf of the company.
- Such other duties as required and are commensurate with the role.

Key Competencies

1. Technical

Skills specific to work

- Carries out everyday duties in a competent fashion meeting the requirements of the job
- Consistently carries out accurate work with only rare errors
- Has a good understanding of the systems and procedures relating to the role
- Is able to work at heights and in confined spaces, including using short ladders and entering lofts
- Has knowledge of the legislation relating to the role and materials and equipment used in carrying out duties
- Holds a current full driving licence that is valid in the UK
- Has no medical history of allergy to wasp or bee stings

2. Analytical and Reasoning Skills

The ability to identify, process and solve work related problems

- Is able to 'think on their feet,' identifying problems and what is required in a situation and attempting to offer possible solutions
- Shows initiative and takes a proactive approach to problem solving
- Shares information and solutions with others
- Keen to develop new ideas and skills where appropriate
- Learns from experience

3. Commercial Awareness

Understands the way the company operates, its services and markets. The ability to think and act commercially for the Company

- Demonstrates knowledge of operations activity and the broader services provided
- Is familiar with the services offered by the Company
- Respects the need for confidentiality when dealing with the Company's client's information
- Is aware of the importance of cost control and makes the effort not to waste time or resources

4. Personal Impact

The ability to project and present a professional image and communicate effectively

- Demonstrates good listening skills and checks for understanding where necessary
- Creates well organised, accurate and concise documents, adhering to Company's standards at all times
- Maintains the confidence of others
- Demonstrates appropriate voice tone, language and behaviour when dealing with clients in stressful or conflict situations
- Excellent role model, demonstrated by behaviour and appearance
- Shows tact, courtesy and diplomacy at all times

5. Customer Care

The ability to respond to existing and potential clients' (both internal and external) needs and expectations

- Strives to understand and respond to clients' needs/problems
- Checks understanding of client needs if unsure of requirements
- Meets or exceeds clients' expectations in completing assigned work
- Responds to requests in a polite and friendly manner

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- Takes responsibility for ensuring requests are seen through to the end
- Considers most appropriate person to deal with queries and passes on information
- Keeps client informed of progress, particularly if a deadline cannot be met
- Are deemed suitable for working in homes where contact with children or vulnerable people is possible (a CRB disclosure is required for this position)

6. Company Contribution

The ability to contribute to the Company as an individual and team member

- Shows flexibility in approach and is willing to accept additional responsibilities
- Communicates well and exchanges information with colleagues in own and other departments
- Learns from experience and continually strives to improve personal performance
- Participates fully as a team member, relating to people in a friendly and professional manner
- Has excellent time keeping and attendance record
- Ensures safe working practices at all times

7. Planning and Organising

The ability to plan and organise

- Works to given time frames and anticipates likely workflows to manage own time effectively
- Uses questioning to establish priorities and deadlines
- Considers impact of own on others work
- Flexible and able to deal with unexpected queries and demands
- Responds well to change and copes with additional pressure and workload
- Asks for assistance when required
- Offers assistance to others in order to ensure that team goals are achieved

8. Motivation and Values

The personal motivators and values that impact on performance

- Motivated by a desire to carry out role to the highest standard
- Is eager to learn from others and continuously improve ways of working
- Is enthusiastic about the role and is keen to contribute to the business success
- Collaborates willingly and effectively with others
- Demonstrates high level of personal and professional integrity

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