

# **Basic Cleaning Technician PRD**

## **Position**

Basic Technician

## **General Job Description**

Main goal is to give exceptional customer service to Shamrock clients and to adhere to job duties and company policies. Basic Technician will assist Journeyman and Master Technicians in performing carpet & upholstery cleaning, hard surface cleaning, applying fiber and fabric protection, technical assistance and other related services to Shamrock clients in a polite, professional, efficient and thorough manner. This does not include other company related duties that may be added to this job description at some point in the future.

## **Job Responsibilities**

1. Be Happy!
2. Complete adherence to company policies and mission statement. (See Company Manuals)
3. Must arrive a few minutes before scheduled time.
4. Participate in company meetings.
5. Completely fill out route logs, work-orders, load lists, check-off lists and other related paperwork.
6. Perform necessary cleaning services to Shamrock clients that reflect company, industry and safety standards.
7. Always treat customer with dignity, good manners and respect.
8. Perform above standard. (Explained in more detail below)
9. Perform daily maintenance on van, equipment and accessories.
10. Represent the company consistently in positive terms.
11. Responsible for operating and securing equipment safely.

**All responsibilities are to be done according to the procedures listed in the Training Manual.**

## **Performance/Rating**

Basic Technician will have performance rated in the following areas...

1. Completing Levels of Achievement according to company recommendations
2. Bonus items as listed below
3. Customer service
4. Co-worker communication and relations
5. Knowledge of your job
6. Knowledge of our business/industry
7. Quality of work
8. Follow through (customers and co-workers)
9. Effective use of time
10. Attendance
11. Cooperation to company policies and procedures

## **Compensation**

Basic Technician compensation will be as follows...

\$9.00 per hour.

1% of gross booked jobs on your truck

5% of up-sells on your truck

## **Bonus Items**

Basic Technician is qualified to earn a bonus in the following areas...

The monthly COGS bonus contest

Refer to the Technician's Manual for further details under "Performance-Based Bonus Structure" section. Any bonus to be paid out for any given month will be paid on the second Friday of the following month.

## **Basic Technician**

Once a Basic Technician, you will be in the process of becoming qualified in the following areas to become an Intermediate Cleaner:

1. Knowledge and use of proper approach to clients house. Watch video and pass quiz.
2. Learn and proper use phone etiquette and technique. Watch video and pass quiz.
3. Have knowledge of value-added services. Pass quiz.
4. How to handle client questions and issues properly. Pass quiz.
5. Have an understanding of sales techniques. Watch designated video, read designated material and pass quiz.
6. Have a basic understanding of ceramic cleaning and sealing procedures. Watch video and pass quiz.
7. Attend and become certified in IICRC's CCT and UFT course.
8. Must have a thorough knowledge of paperwork procedures. Take and pass quiz.
9. Must have an understanding of re-do procedures and how to prevent them. Take and pass quiz.
10. Take and pass final. Must pass with 95%.
11. Must pass oral board with President, Dept. Manager, and Master Cleaner.
12. This must be completed within 1 year of your first day of employment in order to become an Intermediate Technician (if there is an opening in the company for that position.)