

# **Journeyman Technician PRD**

## **Position**

Journeyman Technician

## **General Job Description**

Main goal is to give exceptional customer service to Shamrock clients and to adhere to job duties and company policies. Journeyman Technician will lead Intermediate and Basic Technicians and below 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 production sheets, 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 trucks, 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**

Journeyman 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**

Journeyman Technician compensation will be as follows...

\$13-16 per hour.

5% of gross booked jobs on your truck

20% of up-sells on your truck

## **Bonus Items**

Journeyman Technician is qualified to earn a \$100.00 bonus in the following areas...

The monthly add-on contest

The monthly COGS bonus structure 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.

## **Journeyman Technician**

Once a Journeyman Technician, you will be in the process of becoming qualified in the following areas to become a Master Technician:

1. Review all tapes and all videos.
2. Continue on-going management training.
3. During this time continue your education on the stone, tile, and other areas of the company to make you a more valuable employee.
4. You will be able to do estimates for clients and prospective clients.
5. You must have 20 hours of observing and training Assistant, Basic or Intermediate technicians.
6. You will be observed for 10 hours on the job by the Manager or Master Cleaner.
7. Take and pass final. Must pass with 95% or greater.
8. Must pass oral board with President, Department Manager, and Master Cleaner.
9. This must be completed within 3 years of your first IICRC class in order to become a Master Technician. Must be IICRC certified in Carpet Cleaning, Upholstery Cleaning, Odor Control, Carpet Repair and Reinstallation.