

Office Manager

SHS Pest Control Corp., Portsmouth, RI

OVERVIEW: We are a locally owned pest control company known for exceptional customer service, innovative training, cutting edge service technology and an environment that enables our people to develop professionally. There are always new opportunities for growth and advancement in our fast growing company . We seek the best and brightest people to ensure that our customers and employees know how important they are. This position can be one of the most fulfilling opportunities you will ever have.

DUTIES/RESPONSIBILITIES

- Supervise Routing and Scheduling of Residential/Commercial Service Vehicles
- Billing & Collections
- Hire Positive Employees And Help Shape Team Morale
- Conduct Performance Planning And Reviews, Recommend Salary Changes And Termination Recommendations To The Owners For Their Approval
- Manage Field Technician Workloads By Creating And Using Productivity Reports
- Employee Training On Products, Services, Sales And Office Procedures
- Maintain High Customer Service Standards And Respond To Customer Complaints With A Positive Attitude
- Create A Positive Work Environment, Manage Internal Friction To Maximize Productivity And Minimize Stress

QUALIFICATIONS

- 3+ Years Of Management Experience
- Experience With Scheduling Or Dispatch Software Programs Such As RDF, ServeSuite Or PestPac
- Experience With Pest Control Industry Or Other Field Service Businesses (Such As Plumbing, Appliance Installation, Flooring Installation, Etc.)
- Experience Using Productivity Reports To Manage Service Technician Workloads
- Experience Writing Performance Plans And Conducting Reviews
- Exceptional Task Management And Customer Service Skills
- A Talent For Solving Practical Problems And Effective Reasoning
- Experience With Microsoft Office (Word, Excel, Powerpoint) And Social Media Tools
- Comfortable Speaking In Front Of Small Groups Of People
- Ability To Read And Understand Simple Documents Regarding Safety, Regulatory Or Protocol Standards
- Basic Math Skills, High School Or Equivalent Education
- Pass A Background Check
- Able To Work Overtime And Occasional Saturdays During Peak Periods

"All applicants will be required to take and pass a pre-employment drug screen."

JOB TYPE: Full-time, Exempt Position

BENEFITS:

- Salary Paid Weekly by Direct Deposit
- 5 Days Paid Time Off After 1 Year of Employment
- Paid Holidays After 60 Day of employment prior to the holiday (see employee manual)
- Health Insurance Offered After 90 days of Employment
- SIMPLE IRA Participation with 3% Match After 90 Days

SUMMARY: We believe that "customer service" is not a department but everyone's responsibility. We provide an essential service to society that protects our homes, our health and our environment. SHS Pest Control has a reputation for being a professional business that is Quality Pro Certified, a standard within the pest control industry that exemplifies professionalism. All of our team members must adhere to the National Pest Management Association Quality Pro Standards