



Section: Human Resources
 Title: Recurring Services Technician Level A
 Effective: 12/15/11 Replaces: 11/01/11

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POSITION DESCRIPTION: Recurring Services Technician Level A

REPORTS TO: Recurring Services Crew Leader

PRIMARY FUNCTION: Perform complex recurring services such as mowing, mulching, irrigation analysis and repair, pest control and demonstrate the ability to work within the performance guidelines of the organization

LEVELS OF DEVELOPMENT:

- I - Direction and guidance needed
- II - Direction and guidance needed; begin making suggestions
- III - Recommend solutions; obtain approval before implementation
- IV - Authorized to take action; advise afterward
- V - Take action; no regular reporting required

Note: Levels of development shown below are for an individual fully qualified for the position. All competency areas must be performed with or without reasonable accommodation.

COMPETENCY AREAS

Green Industry Knowledge - III

Knowledge (2-3 years +) of the industry as a whole. Begins to identify common turf issues, diseases and common insect problems.

Workload/Quantity - IV

Learn to develop the capability of handling heavy workload of service calls on a daily to weekly basis.

Lawn Techniques - IV

Able to perform lawn stripping with minimal issues. Able to calibrate and use pesticide application equipment with the proper application techniques. Possess a Pesticide Application License. Demonstrate knowledge of the basic elements of fertilizers. Able to prune fruit trees, citrus and perennial shrubs.

Equipment Knowledge - IV

Possesses a valid driver's license. Able to operate a gas powered mower, chain saw and equipment in a safe manner. Able to operate crew vehicles i.e. one-ton dump or truck. Able to load and unload trucks. Able to lift 50 pounds or more. Ability to run a line trimmer. Ability to use and manage small hand tools in a safe manner and perform common pruning cuts.

Service Issues/Troubleshooting - IV

Learn to avoid needless customer callbacks by checking serviced lawn areas before leaving the job. Seek out help before leaving the area if needed. Able to identify problems on the site and communicate to the Crew Leader.



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Customer Relations - III

Inform customer when arriving at or leaving the job and when planning to return. Learn to explore a customer complaint to determine the real problem. Learn to respond to customer complaints with the proper amount of sympathy and empathy.

Time Management/Planning - III

Demonstrate ability to accurately determine priorities by adhering to planned call schedule, handling interruptions in stride, having the proper tools, materials, and scheduled tasking when arriving at the job site.

Communication - IV

Comprehends and speaks English (fluency required) with the ability to interact with the client. Keep manager informed of unfavorable news, changes made, or disenchantment with/by customers. Display a positive attitude with the ability to work towards a common goal.

Special Projects - III

Provide support for any special projects as assigned by your manager. These special projects, at the determination of your manager, may or may not become part of this position's primary responsibilities.