



**SERVICE MANAGER – Calgary, AB**

Reporting to the Branch Manager of the Calgary North office, you will have responsibility for providing field support to the Calgary North Branch Technician base. The Service Manager will play a role in day-to-day field activities including guidance and mentorship, service delivery in accordance of Quality Service Standards, problem resolution, health and safety compliance, execution of policies and procedures, and promotion of sales activities.

Further responsibilities will include:

- Observing technician service delivery and conducting inspections to ensure compliance of Quality Service Standards
- Attend to and address customer complaints in a timely and professional manner
- Maintain a safe work environment for all personnel and ensure compliance with all policies, laws, and regulations.
- Ensure all branch personnel understand both company and branch objectives. Maintain respectful communication between internal and external customers
- Contribute to meeting company objectives; support and strive to meet assigned branch budget
- Support and promote sales activity amongst team members
- Support and assist the Branch / Regional Manager in managing the assigned branch
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws, which include interviewing, hiring and training; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints, resolving problems, and motivating staff

Requirements:

- Bachelor's degree or five to seven years of related experience and/or training; or equivalent combination of education and experience.
- Experience in managing a team of 10+ employees
- Proven sales ability
- Pesticide applicators license.
- Strong working knowledge of Microsoft Office (Word, Excel, and Outlook)
- Business acumen
- Strong understanding of the Occupational Health and Safety Act (and regulations)
- Superior communication (verbal and written), presentation, interpersonal, and time management skills
- Valid driver's license
- Will undergo criminal background check; sign a non-compete agreement; and participate in personality / cognitive ability testing and interviews

Benefits:

We provide a competitive salary/bonus package, benefits, a company vehicle, company cell phone, and the potential for growth.

How to Apply:

Please forward your resume and salary expectations to Paul Smith at [PSmith@orkincanada.com](mailto:PSmith@orkincanada.com) with the job code SM40-12019 in the subject line. No phone calls or agencies.

We thank you for your interest, however, only those that qualify will be contacted for an interview. Thank you!

*Orkin Canada is an equal opportunity employer and is committed to employment equity. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

