



## **Service Manager – Kelowna, BC**

### **Who is Orkin?**

**ORKIN** is the largest pest control company in Canada. For nearly a century, we have been the go-to company for commercial and residential pest control, and we are known for our proactive approach each technician takes, thanks to our Award winning training systems designed to give our technicians the best opportunity to thrive in the pest control industry.

### **What makes a great ORKIN Service Manager?**

ORKIN Service Managers are a cut above, tackling both the technical and relationship building aspects of pest control. To be successful with us means you likely possess the following qualities.

- You thrive in fast paced environments
- You enjoy educating and advising customers on process and next steps
- Your ability to communicate clearly to a variety of individuals is unmatched, people just open up to you!
- You have a knack for details; nothing gets past you!
- With ample training and support, you thrive in autonomous job roles where you are given the ability to make rapid decisions on your own. You want to feel like an entrepreneur with a corporate backing.
- You have worked in sales or service industries and thrive on work-based incentives.

### **What can you expect on a typical day as a Service Manager?**

ORKIN service managers play a key role in guiding and mentoring Orkin's technician base while also completing a number of activities on a day-to-day basis. One thing is for sure, there is never a "typical" day with us, every day presents challenges our Service Managers love to tackle. Your day may consist of

- 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

### **What do you need to qualify?**

To be considered for the Service Manager role, we do have some 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-solicitation agreement; and participate in personality / cognitive ability testing and interviews

### **ORKIN Incentives, What's in it for YOU?**

We hire the best and compensate our Service Managers for achieving performance objectives

- Use of Company Vehicle, gas card, insurance, etc.
  - Base + bonus
  - Pension Plan
  - Health, Dental, Vision, Life Insurance and dependent life insurance.
  - Stock Purchasing Plan
  - Company phone
  - Dependent Education Allowance Program
  - Opportunities for advancement
  - Award winning training
- And more!

### **How to apply:**

Please send your resume to Matt Wright at [MWright@orkincanada.com](mailto:MWright@orkincanada.com)

*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*