



Ready to Go Pro? Join the Best in Pests.



Job Title: Service Manager

Location: Scarborough, Ontario

Orkin Canada is "A Great Place To Work"

Orkin Canada is proud to announce in 2023 that we have been certified as a **Great Place to Work®** after a thorough, independent analysis of employee feedback conducted by Great Place to Work Institute® Canada.

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 daily 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:

We are very excited to provide you with this opportunity to take the next step in your career here at Orkin Canada! If you would like to be considered for this position please send your resume to Bernie Grafe at bgrafe@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.

