



## Job Description: Exterior Cleaning Field Technician

### Overview & Purpose

**To clearly outline the responsibilities and expectations associated with the Field Technician position at WindowWorks Property Services**

### **Introduction**

The Field Technician position is a key role at **WindowWorks** you are the “tip of the spear” when it comes to serving our customers. Your quality of service, friendly demeanor, attention to detail and professionalism go a long way in making **WindowWorks** a memorable company in the eyes of our clients.

The Field Technician represents the future leadership of **WindowWorks** Operations Department. FT’s who show a willingness to learn new things and effectively put them into practice have an excellent opportunity to pursue a greater role with **WindowWorks**

### **Production**

- Efficiently work in a crew of two to three, doing your part to ensure that all **WindowWorks** standard operating procedures are followed.
- Assist Crew Leader in timely arrival and completion of all scheduled work each day.
- Assist Crew Leader in appropriate load-out of work vehicle(s) each day.
- Look for opportunities to increase daily revenue through simple up-sells and additional scheduled work (when ahead of schedule), under the direction of the Crew Leader.
- Do your part to help your team meet revenue targets each day
  - Minimum \$2,500/technician per, per truck (crew of two)
- Ensure that all of your personal work meets or exceeds **WindowWorks** quality standards.

### **Customer Relations**

- Do your part to ensure that each customer is extremely pleased with the

experience.

- Follow all standard operating procedures and customer service principles at all times.
- Conduct yourself in a professional and pleasant manner at all times.

## **Operations**

- Do your part to make sure all equipment is loaded up and accounted for before leaving the shop or a job-site.
- Ensure that you follow all **WindowWorks** standard operating procedures to the letter
- Fulfill assignments given to you by the Operations Manager and Crew Leader such as the Vehicle Load-out Checklist and the Vehicle Appearance Checklist.
- Look for opportunities to assist your Crew Leader by working independently and taking initiative.
- Work to improve your skills in all areas of service every day
- Progress through the **WindowWorks** 5-Star Certification Program and work toward becoming a Crew Leader

## **Key Skills And Qualities**

The Field Technician must display a number of key skills and qualities to be effective. This is a fast paced, sometimes hectic work assignment. Most importantly, the CL must be able to assist the crew leader in caring for our customers in an exceptional way at all times, regardless of circumstances. An effective Field Technician will be able to smoothly carry out all **WindowWorks** standard operating procedures at all times while completing tasks in an efficient and productive manner.

Below are some key qualities that the **WindowWorks** looks for in Field Technician candidates:

- Ability to work with a team and enhance the team's ability to produce.
- Timeliness and reliability
- Hustle, initiative
- Positive, friendly demeanor, even when faced with negativity or hostility
- Professional appearance and personal hygiene
- Badge kept on at all times
- A desire to learn new things and make rapid advancement, not only with **WindowWorks** but in life.
- Humility and teachability
- A love for serving others

## Compensation

**WindowWorks** compensates Technicians in a unique way that rewards high performance. Each technician will start with a base hourly rate. These rates will range from \$19-\$25/hour for Field Techs, and \$35-\$41.50/hour for Crew Leaders. This rate will be subject to typical overtime rules as set by Washington Labor laws.

On top of the base hourly rate, technicians will have the opportunity to earn weekly Production Bonuses. These bonuses are tiered, and kick in when technicians achieve **Reported Revenue Targets** for the week.

A truck with two employees is owed 20% of the total charged to a customer. But only after the technicians hourly rate is removed from that 20%

### Example

If a Job charges \$1000 it should take two hours. The truck then gets a \$200 bonus, split between the two technicians.

Three jobs should easily be done in one day, including drive time.

That would mean a \$600 bonus between two technicians

So if there is a \$300 bonus in a day, and the tech makes \$20/hr for 8 hrs (\$160)

Then there is an hourly pay of \$160 and a bonus of \$140

Bonus money is also awarded for:

- collection of field lead.
- \$100 bill for a day over \$5k
- Upsell of a scheduled customer (10% up to \$100)
- Good work pictures submitted