

**Job Type: Full Time, Permanent**

**Location: Prince Edward Island**

**Start Date: Effective immediately, pending candidate's availability**

**Work Schedule: 9:00am-5:00pm AST (Monday - Friday), averaging 40 hours per week**

**Salary Expectations: \$60,000 - \$65,000 CAD annually**

**Option to work overtime and weekends**

**The Big Picture: Grow with a Growing Company**

Insight Pest Solutions is currently looking for a Service Manager to join our team! On a daily basis, your strong sense of leadership will guide a team of technicians, sales, and administrative staff in handling service and customer retention related items. As such, your exceptional communication and team management skills will ensure a synergistic relationship between sales and service. Ultimately, whether it is ensuring quality of service from a branch perspective or stepping into the field to provide support, your hands-on approach will be foundational to ensuring exceptional customer care and operational success.

**Position Summary - Responsibilities:**

● **Oversee payroll for all branch employees**

- a. Ensure timeliness and accuracy of payroll
- b. Ensure technicians are following all protocols
- c. Review all protocols regularly for new best practices
- d. Point of contact for any issues surrounding payroll

● **Office Administration**

- e. Ensure cleanliness and general organization of branch to the effect that it puts forth a professional image
- f. Routinely review collection and record keeping protocols for continuous improvement and better visibility
- g. Ensure necessary maintenance of facilities is performed in a timely and cost-effective manner
- h. Working with HR on recruitment; onboarding, screening and interviewing of new applicants

● **Inventory**

- i. Ensure accuracy and timeliness of reporting capabilities
- j. Track product from supplier to warehouse to technician to service
- k. Implement Inventory system for multi-site tracking (Warehouse to Shed)

● **Route Optimization**

- l. Oversee routes daily to the effect that general inefficiencies may be caught and corrected prior to service
- m. Communicate and ensure understanding of routing system and limitations on what can and cannot be done from the field

n. Set up proper employee profiles and continually monitor situation for updates (Used in RouteOp)

**Qualifications - What will make you successful:**

- Post-secondary degree/diploma (preferred)
- Strong communication skills (both written and verbal)
- Experience in leadership and project management are an asset but not required
- Forward planner and strategic thinker; you prioritize in line with company goals, and continuously review systems/policies for improvement
- Excellent organizational skills: ability to manage your workload, oversee work of other employees, attend meetings and training sessions
- Tenacious problem solving and decision-making skills; you think on your feet when under pressure and manage the productivity of workflow seamlessly
- We will help you obtain a Structural Exterminator License (we will provide you training material, help you study, and apply for the exam)
- G License and a clean driving record
- Clean Criminal Record
- Interest in Pest Control
- Access to a personal laptop and/or computer as well as a cellular phone

**\*Insight Pest Solutions is an equal opportunity employer committed to diversity and inclusion. If you are selected to participate in the recruitment process, please inform Human Resources of any accommodations you may require. Our team will directly work with you in an effort to ensure that you are able to fully participate in the process.**

Job Types: Full-time, Permanent

Pay: \$60,000.00-\$65,000.00 per year

Benefits:

- Dental care
- Disability insurance
- Life insurance
- On-site parking
- Paid time off
- Vision care

**Flexible language requirement:**

- French not required

**Schedule:**

- 8-hour shift
- Day shift
- Monday to Friday

**Experience:**

- Management: 1 year (required)

**Work Location:** In person