

Professional Carpet Systems

Job Description

Job Title: Senior Specialist

Issue date: December 2009

Reports to: Production Supervisor

Department: Operations

Purpose

The purpose of this job description is to increase an individual's ability to successfully perform the job position. In order to be successful in any position within our organization, it is important that every team member knows what the job entails and what is expected.

Overview

To provide exceptional customer sales and service while performing cleaning and restoration services to the quality and standard set by Professional Carpet Systems. As a team member of PCSNiagara you will provide educational based solutions to clients needs by demonstrating and selling value added services to enhance the client's satisfaction and the company's values. As a representative of Professional Carpet Systems you will be expected to meet and exceed the outstanding reputation that we have built in the Niagara region as an ethical, trustworthy, knowledgeable organization.

Responsibilities

- Complete adherence to company policies and mission, vision, value statement
- Provide services to commercial, residential and institutional clients
- Clean textiles, carpets, upholstery, tile and grout, natural stone, VCT flooring, oriental area rugs and area carpets
- Building and renovation clean-up detail
- Perform carpet dyeing – spot or full room
- Perform various carpet repairs and reinstallations
- Natural stone polishing and refurbishing
- Review work order and discuss with client the scope of job and any further recommendations and complete proper written documentation
- Explain cleaning process to client and answer concerns or questions
- Sell extra value added services
- Move residential furniture and office furnishings
- Collect and submit client payments
- Drive commercial vehicles safely according to road conditions and Ministry guidelines
- Care and control of all tools and equipment
- Perform client after cleaning retention programs
- Complete all required company report forms (paperwork)
- Participate in achieving monthly and yearly financial goals
- Participate in carrying out various marketing initiatives
- Participate in company meetings and training sessions

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- Participate in personal and professional self development programs within the company as well as on personal outside time
- Travel (limited - to receive technical training)
- Direct and lead junior specialists when needed and as assigned by management
- Meet company accepted standards (metrics) for accuracy and completion of responsibilities
- Other responsibilities as required

Health & Safety

Professional Carpet Systems regards its employees as the most valuable asset in the company. It is the policy of our company to provide a safe and healthy work environment through a proactive occupational health and safety improvement process. It is every team member's responsibility to promote and adhere to our health and safety programs to ensure that we always maintain a safe working environment.

Qualifications

IICRC approved courses – Carpet Cleaning, Upholstery & Fabric Cleaning, Carpet Repair & Reinstallation, Color Repair, Water Damage Restoration, Rug Cleaning, Stone, Masonry & Ceramic Tile Cleaning, Leather Cleaning, Odor Control

4 years experience

Driver's license and clear driving record

High school education

Bondable

Competencies

Technical – Read, speak and write English, basic math, handle cash, credit and cheque transactions, set up, operate and troubleshoot equipment, operate a commercial vehicle, oral presentation, ability to identify variances in color and odor, technical competence, organized, high quality standards, communicates effectively

Behavioral – Commitment to personal development, situational judgment, integrity, concern for quality and standards, stress management and flexibility, positive attitude, customer service, sales leadership, industry acumen, problem solving, team leadership, impact and influence, coachable, deliver results, personal responsibility, directness

Work Environment

While performing the essential functions of this job, the employee frequently works in wet or humid conditions (non-weather) as well as outdoor weather conditions. The employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.

The noise level in the work environment is moderately loud when in the field.

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Physical Demands

Heavy lifting (80 lbs.), bending, stretching, kneeling, crouching and crawling. Constantly standing, walking, listening, and talking. Handle or operate tools and controls and reaching with hands and arms.

Equipment

A variety of carpet cleaning and other cleaning equipment.
Personal Protective Equipment.

Schedule

Set rotating schedule of days, evenings and weekends
Flexibility required

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Supervisor Signature: _____ Date: _____