

# Person Specification

## Pest Control Technician

Part A – the following criteria (experience, skills and qualifications) will be used to short list at the application stage.

### Essential

- Evidence of providing professional advice in areas of Pest Control to service users.
- Hold a recognised British Pest Control Association (BPCA) qualification or equivalent
- Excellent customer service skills and the ability to deal with a range of people including contractors and members of the public
- Demonstrated ability to take initiative to solve problems and resolve customer complaints through persuading others using good verbal and written skills.
- Experience of assisting in expanding existing business and identifying new opportunities for growth
- Flexible approach to achieving service objectives.
- Understanding and implementation of Health and Safety legislation regarding the Pest Control Service.

### Desirable

- Understanding of Handheld devices and Works Management System or an equivalent management database
- Customer Service Training
- Familiar with Microsoft office and other IT systems including Word, Excel, Email
- Experience in developing procedures and guidelines in relation to Pest Control

### **Part B**

The following criteria will be further explored at the interview stage:

- Points listed under essential
- Committed to a cooperative way of working
- Committed to equalities and diversity

### **Additional Requirements**

- Able to work flexible hours to meet demands of service

- Must be able to work at great heights and in confined spaces.
- Full clean driving license.