



Automate • Grow • Sell
The Ultimate **ROCKSTAR** Employee Toolkit

SCORECARD FOR TECHNICIAN

By Brian Hegarty

**Position:****Location:****Mission: 2017**

The core mission of the Service Technician in 2017 is to complete jobs totaling \$1500 in revenue per day, while ensuring that the clients receive the Best Service Anywhere™.

The Service Technician is expected complete training to become an expert in house washing and roof cleaning, keep their person and equipment clean at all times, operate hot water power washing equipment, handle and climb ladders, provide The Best Service Anywhere™ to our clients.

Accountabilities:

	Metric	Rating (ABC)	Comments
Daily Revenue.			
Fill out Device Magic forms for each client.			
Clean vehicle daily.			
Satisfaction Surveys.			

Role Based Competencies:

- | | |
|--|---|
| ☐ Honesty. | ☐ Listening. |
| ☐ Dependability. | ☐ Work Ethic. |
| ☐ Results Oriented. | ☐ Goal Setting and Completion. |
| ☐ Excellence. | ☐ Customer Focus. |
| ☐ Driven. | ☐ Resourcefulness. |
| ☐ Highly Organized. | |

Technical Skills:

- ☐ Can work a tablet and computer, operate machinery, back vehicle with trailer.

Cultural Fit:

- | | |
|--|---|
| ☐ Good personal appearance. | ☐ Even Tempered. |
| ☐ Continuous Improvement. | ☐ Hard Working. |

*Brian Hegarty*