

# Dr. John's Lawn

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## Lawn & Landscape Healthcare

### JOB OPENING Lawn & Landscape Field Technician

**Company:** Dr. John's Lawn Prescription LLC --  
Lawn and Landscape Healthcare Company

**Service Area:** Rio Grande Valley (Cameron, Hidalgo & Willacy Counties)

#### **Job brief**

Dr. John's Lawn Prescription LLC is looking for a self-motivated Field Service Technician to deliver the desired customer service experience. The goal is to drive service success that improves customer satisfaction, maximizes customer retention, and increases sales.

#### **Responsibilities**

- The Field Technician reports to the Field Supervisor
- Provide service and customer support during field visits
- Maintain a work schedule, integrating workflow to schedule in accordance to the Field Supervisor
- Under the supervision of the Field Supervisor, the Field Technician will maintain a work schedule for a comprehensive customer lawn management service for select Customers in accordance with quality standards of the Company. This includes mowing, chemical treatments, fertilization schedules, mulching, shrub and tree trimming, landscape renovations/mulching, plantings, sprinkler systems, etc.
- Diagnose and report errors or technical problems in the field and schedule agreed upon timely repairs and reporting to the Field Supervisor
- Produce timely and detailed service reports to the Field Supervisor
- Document changes in field procedure in a timely manner to the Field Supervisor
- Operate and maintain a Company vehicle in a safe manner along with the use of mobile GPS systems
- Follow all company's field procedures and protocols
- Build positive relationships with customers

## Requirements

- Proven Field Service experience in lawn & landscape
- Valid state issued driver's license
- Ability to troubleshoot, test, repair, and service field equipment at the operator level
- English literacy: Ability to speak Spanish helpful
- Strict adherence to Company working hours; however, must be able to adapt to changing work schedules
- Familiarity with technology such as email, smartphone & tablet applications, or ability to learn and use daily to communicate information pertinent to service scheduling and workflow
- Technical degree or certification helpful, minimum of a high school diploma or GED required
- Field Technician is required to obtain a Pesticide Applicator's License within 6 months if not already licensed
- The position demands working in various weather conditions, such as extreme heat, cold/cool weather, and rain.
- Field Technician is required to regularly lift objects that may be in excess of 50lbs. such as bags of fertilizer, soil, chemical and service equipment.

## Skills and Qualifications:

- **Mechanical skills** – familiarity with operating and performing general maintenance using ride-on chemical application equipment, hand-held chemical spray equipment, lawn mowers, blowers, trimmers, etc. is essential
- **Physical endurance** – The field technician should be capable of standing, walking, kneeling, and crouching for long periods of time; the individual should also be able to carry bags of fertilizer, bags of soil, containers of chemicals and other items used in lawn & landscape healthcare that may be in excess of 50lbs.
- **Customer service** – Providing satisfactory service for home and business owners is prime ability of the Field Service Technician
- **Attention to detail** – High attention to detail, including service records and data recording when performing general lawn services and/or healthcare is essential to the job
- **Problem-solving skills** – Addressing and treating lawns and landscapes for nutritional deficiencies, diseases, insects, and weeds. The Field Technician must display strong problem-solving skills on a daily basis under the supervision of the Field Supervisor and in accordance with Company guidelines.
- **Communication skills** – The ability to communicate with customers regarding basic lawn and landscape care during a routine service visit. Writing up service tickets and service orders are necessary verbal and written communication skills of the Field Technician

## **COMPENSATION AND BENEFITS:**

- This position is an hourly position
- This position is eligible for overtime pay
- This position is eligible for vacation time off
- This position is eligible for holiday pay -- eight paid holidays plus one floating holiday during the year
- Full-time positions are eligible for health insurance
- Compensation is commensurate on experience