ServiceKey FAST TRACK ACADEMY

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JOB SCORECARD

1	*Position*	Plumbing & Electrical Service Experts				
	Name Employee					
	Job Position & Who I report To	Plumbing & Electrical Service Experts – Reports to Service Manager				
	Purpose of This Job	To deliver quality expert service and to create greater safety & comfort for all of our customers				
2	*Desired Results [Circle current RYG]*	**Rating**	SG (A+)	Green	Yellow	Red
	Conversion Rate		>75%	75%	Between G/R	<75%
	Monthly Labor Max		<24%	24%	Between G/R	>24%
	Leads Turned (Min. 36 per year) Leads Turned Sewer Tech (Min. 96 per year)		>5%	5%	Between G/R	<5%
	Total Care Club Plan (Min. 72 per year)		>15%	15%	Between G/R	<15%
	Average Sale		>$750.00	$750.00	Between G/R	<750.00
	Total Adjusted sales (Min. 360k)		>$360,000	$360,000	Between G/R	<$360,000
	WOWED Customers (Max. callbacks 24 a year)		<2%	2%	Between G/R	>2%
3	*Skills & Competencies*	**Rating**	**Actions To Take**			
	Prepare step					
	Greet Step					
	Explore Step					
	Present step					
	Execute Step					

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	Wrap Up step		
	Packet information		
	Company Speech		
	Personal Speech		
	Conversion/ Sales skill		
	Labor Efficiency Skill		
	Total Care club ability to offer skill		
	Average sales/ 3 times to close skill		
	Brand Promise- we do more skill		
	Log Book skills		
	Min. Service fee/ $0 call turn over to manager		
	Invoice / Job close out process		
	Financing procedure skill		
	Communication skills		
	Computer/Technical Literacy		
	Flexibility, Adaptability at Managing multiple priorities		
	Inner Company Personal Relations		
	Planning / Organizing		
	Ability to Work with little or no supervision		
	Willingness to learn		
	Teamwork		
	Sense Of urgency		

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	Problem Solving		
	Follow Through		
	Customer Service Skills		
	Sales Ability		
	Exceptional Technical Trade Knowledge		
	Strategic Thinking		
	Leadership		
4	***Living Our Core Values***	**Rate**	**Actions To Take**
	Safety 1st for Our Family & Yours -Think Twice, Act Once		
	Deliver Wow Through Service -Exceeding Every Customers Expectations		
	Demonstrate Highest Level of Integrity -Doing the Right Thing Even When No One is Watching		
	Great Place To Work -All For One & One For All		
5	***Duties: Roles & Responsibilities***	**Rating**	**Actions To Take**
	The essential functions of the Plumbing and Electric Service Experts are to provide the required PL or EL service in a correct technical manner and in as an efficient and safe manner and time as possible while meeting or exceeding the stated KPI's. In addition, the successful PL or EL Service Expert will provide our customers will options for improved safety and comfort.		
	Perform the following essential tasks on a DAILY basis, including but not limited to:		

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Check to see if your first call has been received by 6:30 am each day you are working		
Communicate any issues with first call to Dispatch as soon as possible. In addition , communicate any issues with fulfilling your workday to Dispatch first A.M.		
Confirm first call directly with customer (no less than 30 minutes')		
Call Dispatch 10 minutes prior to completing any job		
Upon completion of any job, e-mail in your invoice and supporting documents so the job can be closed and you can receive your next job		
If returning to the shop at the end of the day, drop off all job invoices. All Cash invoices are given to Dispatch via the Cash Drop Process		
If not returning to the job on a nightly basis, you must return to the shop at least once a week to drop job invoices and cash receipts. In any event, anytime you are in possession of $2,000 or more in cash receipts, you must return to the shop by the end of that day		
Demonstrate and support core values in your team		
Perform the following essential tasks on a WEEKLY basis, including but not limited to:		
Perform the following essential tasks on a MONTHLY basis, including but not limited to:		

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6	My Feedback	My Manager's Feedback

Note: Rate on a scale of 1 - 5 based on the rating chart provided
1 = Poor; 2=Fair ; 3=Good; 4=Very Good; 5=Excellent

*** All Scorecards are to be emailed to Directors, Owners and Benefits Administrator for review and filing after completed with employee.*

Manager Signature_____Date_____

Employee Signature_____

Next Personal Development Interview Date_____

*For more information about this KPI Template, refer to my book **The Secrets of Business Mastery**, chapter 6: Master The Numbers Like An Engineer.*