



SUMMARY:

The basic function of the Deep Fryer Cleaning Service Specialist position is to perform mobile fryer management services for existing and future commercial kitchen customers on an established route. The primary responsibility of the specialist is to safely and efficiently operate the van, mobile filtration Unit (MFU) and related equipment. This position reports to the Franchise Owner and the Lead Specialist, if applicable.

ESSENTIAL FUNCTIONS:

- Actively participate in, and successfully complete entire training process and demonstrate required proficiencies.
- Must understand and demonstrate competence in time management, account monitoring, and repair and maintenance of the MFU.
- Maintain up-to-date knowledge of all technical elements of the Filta MFU.
- Keep van clean, stocked and well organized.
- Assure compliance with Filta franchise standards/policies.
- Utilizes provided safety equipment and exercise good safety practices at all times.
- Follow the provided schedule each week and be timely for appointments.
- Conduct customer demonstrations of the Filta service.
- Efficiently and consistently perform all aspects of the various Filta services for customers according to the proper procedures.
- Maintain service records for each customer.
- Report any changes in management, staff, fryer oil or frying habits back to the office.
- Clean up spills immediately and keep a clean work area. Notify supervisor in the event of a spill.
- Advise your Franchisee owner, Lead Specialist, or Kitchen staff and management as well as supervisor of any potential safety issues.
- Provide friendly, high-quality customer service.
- Ensure client site is clean and free from debris after each service.
- Perform required daily and weekly maintenance.

- Correctly complete and submit time cards, operator weekly reports, service receipts, condition reports and other records as directed with care and integrity.

ENVIRONMENT

- HOT! You will be working around high temperature stoves, grills and deep fryers in a commercial kitchen environment.
- Water intake will be extremely important and required.
- NOTE: If you do not enjoy getting sweaty and hot, this position isn't for you.

POLICIES

- Safe Driver - Specialists are required to obey all speed limits and advise the franchise owner in the event of scheduling conflicts that would cause an unsafe driving condition.
- Call Return - Generally returns phone calls immediately, but in no event longer than 1 hour.
- Uniform – Specialists must wear either the polo style tech shirt or t-shirt (provided), navy blue pants, and non-slip/oil resistant shoes.
- PPE – Wears personal protective equipment whenever handling oil – this is to include safety glasses, hat, apron, heat/oil resistant gloves, and arm protectors.
- Injury – In the event that the specialist or a member of the customer's staff is injured as the result of our service – seek medical attention and the supervisor should be notified immediately.
- Non-Compete – Specialists must sign a non-compete/non-disclosure agreement if asked to do so by supervisor.

REPORTING

- Specialist may be required to log client notes on the Kitchen poster after each visit.
- Specialist may be required to complete a service log with the customer's signature.
- Weekly meeting with the assigned supervisor.
- Report any issues with van or equipment immediately to your supervisor.
- All Accidents and Spills must be reported to Franchise Owner immediately

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION and/or EXPERIENCE:

- High School Diploma or G.E.D. required.
- 2+ years of service related experience required.
- A valid Driver's license and good driving history required.
- The ability to pass a drug test and background check required.

OTHER SKILLS AND ABILITIES:

- Ability to learn and to stay up to date on latest service procedures.
- Ability to establish credibility and communicate effectively verbally.
- The ability to work independently with little supervision.
- Must speak fluent English.
- Must be able to read a map.
- Must be able to lift up to 100 pounds repetitively for 8 hours or more 5 days per week.

OTHER CRITERIA:

- Ability to work a flexible scheduling including evenings and weekends as required.
- Must have good communication skills and be able to relay information back to the main office from the field.
- Must have patience and the ability to listen and respond to the concerns of customers, all in a calm and professional manner.
- Must be safety conscious, organized and focused on cleanliness.

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