

Operations Officer | Rentokil Initial Dubai

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Company: Rentokil Initial

Location: Dubai

Category: other-general

Operations Officer | Rentokil Initial Dubai

Rentokil Initial plc employs 44,500 people across 83 countries – offering the experience and expertise of a multi-national organisation, whilst delivering services with the agility and characteristics of a local business.

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Rentokil Boecker Operations Officer is held accountable for the below job responsibilities:

Implement the standards set in Rentokil Boecker Operations Manual.

Schedule appointments as per client's availability.

Arrange a proper dispatching for all teams.

Follow up on pending appointments if any and set a monthly plan to keep them to a minimum.

Ensure that chemicals and non-chemical products are always available in adequate quantities for each team and monitor their consumption.

Prepare daily schedules for on-site technicians and guarantee that the treatment is executed as per the programmed work schedule.

Arrange and confirm distribution of promotional items as per the marketing calendar.

Communicate with sales department regarding new clients; check and sign the Survey Sheet.

Handle call backs and solve them within 48 hours.

Follow up on the Call Back report.

Ensure all vehicles have Rentokil Boecker warning signs (Fumigation, Floor warning signs, etc.), bait stations' service records and other labels.

Generate and submit the assigned reports to concerned management.

Handle the client's data accurately and timely on Rentokil Boecker systems.

Review submitted treatment reports and take action when deemed necessary.

Perform CVCs (Customer Voice Counts) and field audits to ensure Health and Safety Standards are properly applied.

Schedule yearly pest control treatments and follow up on their execution.

Liaise with and advise clients on pests, sanitation and pest proofing recommendations, pesticide and pest control treatments including information on control strategies appropriate to each situation.

Advise technicians on pending payments to be collected from clients.

Prepare overtime report and submit it to Operations Manager for approval.

Assist the Operations Manager in preparing and delivering training sessions when needed.

Attend monthly Operations meeting, recommend and highlight call backs, problems and conflicts.

Act as a PMP ambassador and enhance communication between PMP and other team members.

Handle all PMP related requests (leaves, loans, uniforms, certificates...) and communicate them to concerned parties.

Requirements

Bachelor's Degree in Business Administration, Agribusiness, Environmental Science or equivalent.

At least 2 years of experience in operations or relevant field.

Proficiency in English is a must.

Effective decision making and problem-solving skills.

Excellent verbal and written communication skills.

Remarkable attention to details

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