

JOB SCORECARD

THE NEW FLAT RATE

Position: _____

Location: _____

Mission:

The core mission of the _____ (Example: Service Technician) is to represent our company _____ and provide excellent service to our customers.

_____ (Example: Service Technician) will be expected to _____ and have (Honesty, Integrity, Common Sense, Be Kind, and Pursue Excellence).

TASKS	Metrics	Rating (A,B,C)	Comments
Generate Revenue	\$ _____ weekly within 1 week \$ _____ weekly within 1 month \$ _____ weekly within 3 months \$ _____ weekly within 6 months		
Average Sale Size	_____ within 6 months		
Service Call Volume	Runs 3-5 service calls daily, maintaining a closing rate of 90% by 3 months		
Activity (From Daily Activity Sheets)	_____ demand service calls per day _____ maintenance service calls per day or week _____ proposals sent per week		
Documentation	Completes all daily paperwork and necessary documents on time		

RATING GUIDE:

- Integrity
- Customer Focus
- Energy/Drive
- Craftsmanship
- Results Oriented
- Resourcefulness
- Work Ethic
- Technical Skill
- Excellence
- Listening
- Goal Setting