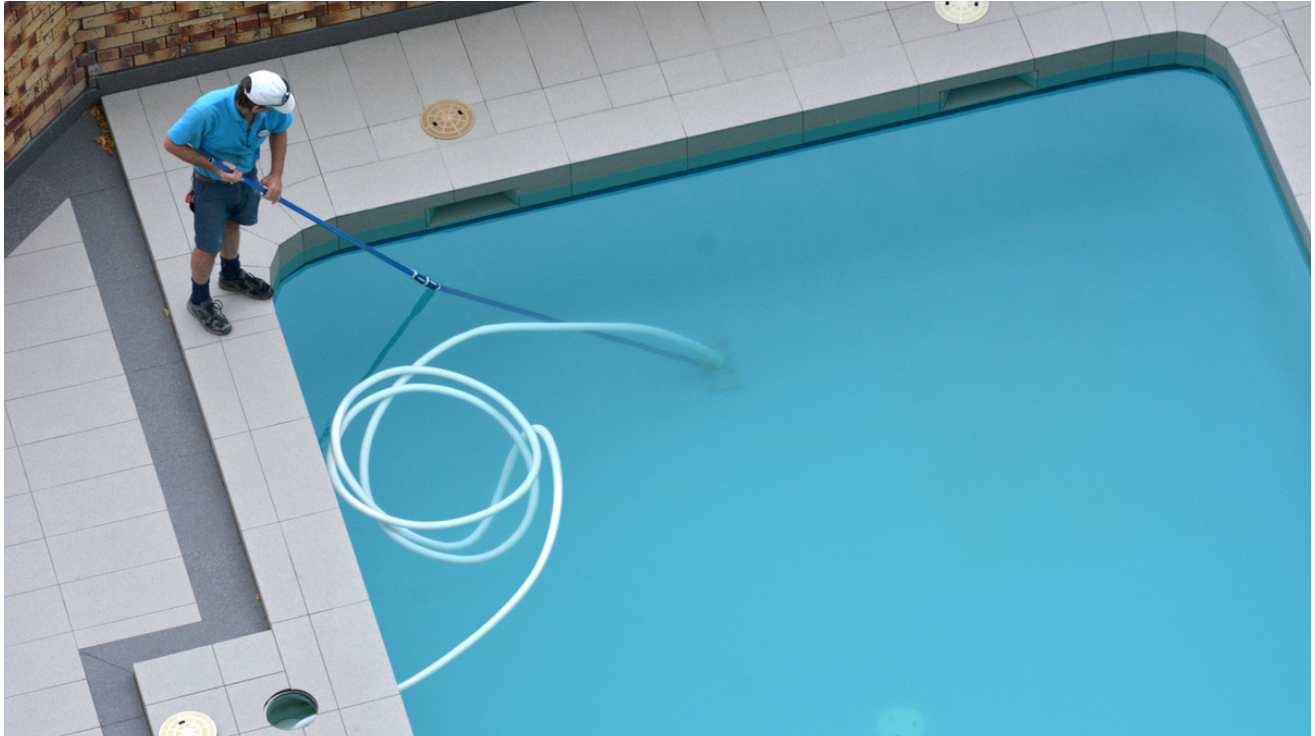


How to **Grow Your Pool Tech Team** Without Sacrificing Quality





Finding and retaining top pool and repair tech talent is a challenge for many pool service businesses. Between labor shortages and competition, finding quality help can be a roadblock as your business grows.

Whether you're a small service provider with fewer than 100 pools or a larger company with up to 500 pools, you may fear losing the ability to provide the great service your customers have come to expect as your business grows. Skimmer is here to help.

The first thing to remember is there are ways to grow your pool tech team ***without*** sacrificing quality and service. Here are some tips from our webinar, **"Labor 101: Finding, Measuring, and Keeping Top Tech Talent."**

Why It's Been Difficult to Find Good Pool Tech Help

Before diving into how to find quality pool techs, it's important to understand *why it's been challenging to find good help* in the first place. The following are some factors contributing to this challenge:

① A global shortage of skilled labor

The labor market still hasn't fully recovered from the pandemic, and some workers have not returned to the workforce. This is particularly true in skilled labor fields where there are often more job openings than qualified people to fill them.

② Competition for the best techs

Because of this shortage of skilled labor, the best techs are in high demand. You'll need to consider incentives and other perks to attract and retain the best talent out there.

③ A shrinking labor pool

Baby boomers reaching retirement age, changes in the viability of certain career paths, technological advances, and overall career uncertainty have all played a role in shrinking the labor pool, making the competition for workers fiercer than ever.

Where to Find Dependable Pool and Repair Techs

Despite legitimate challenges, *there are effective ways to locate and hire reliable techs* for your pool business. Here are some tips on how and where to find dependable pool and repair techs.

✓ Ask your best techs for referrals

Your current techs likely know others who are skilled and reliable.

✓ Look for other industries with similar tech job qualities

Industries like HVAC and plumbing have technicians with skills that can easily transfer to pool techs.

✓ Attend job fairs or use social media

Scout potential techs at local job fairs or use the power of social media to network, meet, and receive referrals for new hires.

✓ Utilize job boards

Job boards like Indeed, Angi, or Work in Aquatics are great resources for finding job candidates.

Tips for Hiring Great Talent

Competitive pay and vehicles

Competitive pay goes a long way. Increase your salary range to entice and keep good talent, even if it costs you more in payroll. In addition, consider providing work vehicles to increase the chance of better new hires.

Setting expectations

Be transparent and set clear expectations when describing the job role.

Hiring assessments and situational interview questions

Using a personality test during the interview process can help bring in better talent and act as a second opportunity to ensure you're bringing on the right people for your business. You can also try asking situational interview questions to measure how interviewees would act and perform as a tech on the job.





How to Measure Techs' Performance and Identify (and Reward) Top Performers

If you want to find the best pool tech talent and **keep them** with you for the long haul, consider measuring the following KPIs:

- **Number of complaints vs. compliments:** Track the number of complaints vs. compliments you receive about a tech's service to quickly identify issues in a technician's service.
- **Number of pools per hour:** Measure the number of pools a tech services in an hour to gauge their pace. Hourly employees who move too slowly or quickly can cause dissatisfactory results in your business.
- **Chemicals per gallon:** Track the amount of chlorine a tech uses per gallon of water to see who uses more chlorine tablets per gallon of pool and identify training opportunities or repairs that are being missed on specific routes.
- **Follow-up/revisits:** Tracking the number of additional stops needed on a customer or technician basis may help identify opportunities for training, underperformance, or customers that are too difficult for a multi-tech company to manage.
- **Low-tested chlorine:** Watching for pools that read 0ppm chlorine on their initial reading can be a great indicator of not enough chlorine being added, downed pumps, and green pools. These can be especially expensive when they create both complaints and revisits.



The key to making these KPIs work is to set clear benchmarks for what constitutes acceptable performance in each category so techs know where they can improve.



How to Increase Retention

Retaining top techs is crucial to your long-term success. Here are some effective strategies for increasing retention and keeping your best techs happy and motivated:

- **Pay your top performers:** Offer competitive compensation to your best techs to incentivize them to stay.
- **Use automation/technology:** Implement pool service software like Skimmer to make techs' jobs easier, allowing them to service more pools in the same number of work hours or the same number of pools in fewer work hours.
- **Offer recognition/job training:** Reward your top performers with recognition like bonuses, and offer job training to help them grow their skills and advance in their careers.

How to Get the Most Out of Your Current Techs

- **Optimize routes:** Use route optimization tools to plan out the most efficient route for your techs, saving money on wasted gas and time and giving them more time at home in return.
- **Use checklists:** Provide techs with checklists to ensure they complete all necessary tasks for each pool.
- **Streamline repairs & maintenance:** Take photos of damaged equipment and send them to repair techs to reduce the need for multiple trips.
- **Offer support & training:** Ensure your techs have the support they need and provide top-notch training to help them improve their skills.

Building a top-performing pool tech team is crucial for the success of your pool business. It's not just about finding talent, but also measuring their performance and retaining them for the long term.

By incorporating the strategies outlined in this guide, you can create a dependable and efficient team that will help your business grow and thrive.

And with Skimmer, you can add an extra layer of accountability and automation to streamline your operations and provide even better service to your customers. Skimmer pool service management software helps pool pros grow by ensuring ***consistent, premium, and profitable*** service across every customer touchpoint.

See why **over 27,000 pool pros** trust Skimmer to grow their business without compromise.



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