

# John



**Job Title**  
Plumber

**Age**  
25 to 34 years

**Highest Level of Education**  
Bachelor's degree (e.g. BA, BS)

**Social Networks**



**Industry**  
Trade

**Organization Size**  
11-50 employees

## Preferred Method of Communication

- Phone
- Text Messaging
- Face-To-face

## Tools They Need to Do Their Job

- Reporting Software
- Email

## Their Job Is Measured By

Home Visits

## Job Responsibilities

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## Goals or Objectives

Customer Satisfaction

## Reports to

Supervisor

### **Biggest Challenges**

- Employee Morale
- Communication
- Project Management & Disorganization

### **They Gain Information By**

Knowledge Transfer and Courses