

Door Landscape & Nursery

Landscape Division Manager - Position Description

Reports to the General Manager. The Landscape Division Manager must be thoroughly familiar with and able to perform all aspects of landscape, hardscape, and irrigation construction to include: estimating, production, scheduling, customer service, training, etc. The Landscape Division Manager directly oversees Crew Leaders and the installation of landscape, hardscape, and irrigation projects on a daily basis while interfacing with clients, subcontractors, and suppliers. The Landscape Division Manager must keep the General Manager apprised of progress on all jobs and also interfaces with company Design, Sales, Estimating and Sales personnel.

Duties & Responsibilities

Production

Order materials and rental equipment necessary for job completion.
Secure and work with subcontractors when they are required for projects.
Interfaces with subcontractors to ensure timely and accurate completion of their phase of projects.
Ensures that company production standards are met.
Evaluates equipment utilization and recommends future purchases to General Manager.
Evaluates performance of crew leaders and crew members.
Receives and reviews all paperwork for accuracy and thoroughness and forwards to office.
Able to supervise multiple crews simultaneously.
Performs crew walk thru before projects and at completion.
Continually coordinates with Crew Leaders as to job progress.
Oversees the production of multiple jobs simultaneously.
Ensures that jobs are kept on schedule and on budget.
Ensures that jobs are done completely & correctly.
Respond to resolve all call backs and warranty work in consultation with the General Manager.
Looks for add on sales and communicates them to project designer/sales rep for change orders when appropriate.
Ensures all change orders are executed correctly.
Other duties as assigned.

Operational

Interfaces with suppliers to order and ensure timely and accurate delivery of job materials.
Maintains proper inventory of all materials, equipment & supplies necessary for landscape division operations.
Ensures that all equipment is operated in a safe and proper manner.
Ensures that all equipment is maintained properly and preventatively maintained daily.
Ensures that vendor delivery tickets and all paperwork are processed and turned in daily.
Thoroughly understands and complies with company policies & procedures.
Ensures that all safety procedures are followed and reports any unsafe conditions to supervisors.
Ensures all accidents are properly documented and reported immediately.
Ensures all workers' compensation insurance claims are properly documented and reported immediately.
Assists in the development, implementation, and achievement of company's annual budget goals.
Assists in the development and implementation of the company's training goals.
Attends company staff meetings.
Other duties as assigned.

Success Behaviors:

Able to represent the company in a courteous and professional manner.
Is organized in all areas (personal office space, field operations, company yard space, job sites, etc.).
Leads by example.
Initiates action when needed.
Is self-motivated.
Requires minimal supervision.

Preferred experience and qualifications:

Minimum of five years of experience in landscape, hardscape, and irrigation construction management.
Two year horticulture degree or equivalent experience.
Solid knowledge and experience of landscape services.
Skills and knowledge of the horticultural care of landscape plantings.
Proficient in or able to learn customer relationship management (CRM) software.
Possess a valid driver's license and must be insurable on company's insurance policy.
Possess excellent computer skills.
Proficient with Microsoft Office (Word, Excel & Outlook Express).
Possess excellent social, organizational and communication (verbal and written) skills.
Strong attention to detail.
Experience managing and scheduling landscape teams.
Able to read and install all plans.
Able to operate a transit.

Marketing Door Landscape & Nursery

1. Setting an example with your professional appearance.
2. Showing professionalism in your conduct with company employees, clients and the public.
3. Representing the firm and presenting its strengths; including events and tradeshow.

Developing Your Biggest Asset: Employees

1. Cultivates company culture
2. Training and coaching employees.
3. Placing employees in positions utilizing their strengths.
4. Instructing Landscape Team(s) on daily responsibilities and planning ahead.
5. Motivating employees and creating a "team."
6. Assist in evaluating the staff.

Customer Focus

1. Articulating the company's focus, specialties and approach to service.
2. Cultivating good clients.
3. Creating value for your clients.
4. Professionally servicing your clients.

Organizational Effectiveness

1. Removing all activities that do not add value to your clients.
2. Being an effective contributor to the processes within the company's system.
3. Planning to be organized.

Education and Training

1. Ongoing education and training as required.