

JOB DESCRIPTION: MAINTENANCE MANAGER

CLASSIFICATION PURPOSE

This exempt supervisory job classification is responsible for overseeing landscape maintenance projects and managing the project efficiently to ensure it meets desired revenue, profit, and customer satisfaction goals; performs other work as required.

ESSENTIAL FUNCTIONS

The examples of functions listed in this job description are representative, but not necessarily exhaustive, of any one position in this job classification. Management may assign other functions not listed herein at its sole discretion.

- Full responsibility for multiple maintenance jobs by managing labor, materials, time, and customer expectations;
- plans, develops, and leads all strategic initiatives associated with landscape maintenance;
- designs short and long-range goals and tactical objectives;
- executes annual departmental budget;
- ensures customers are completely satisfied through effective communication, and relationship building;
- ensures a safe environment for employees, customers, and the public;
- cultivates partnerships with existing and prospective clients;
- attends meetings, makes presentations, and represents the company as a technical expert in maintenance;
- demonstrates role model behaviors on ethics and integrity as well as positively promoting Company culture;
- negotiates service contracts;
- ensures compliance with all company-wide policies, programs, and processes;
- holds self and staff accountable for achieving challenging goals;
- reviews reports, and generates entrepreneurial recommendations;
- performs pre- and actual job site inspections;
- reviews, revises, and approves paperwork, billings, enhancements, and purchasing documents;
- ensures all staff adhere to all operational, ethical, chemical, safety, and administrative policies, professional standards, and legal requirements;
- holds staff accountable for safety, efficiency, and quality control;
- reviews direct labor timecards for accuracy and to ensure that all labor hours are accounted for according to Company, local, state, and federal guidelines;
- supervises, interviews, hires, trains, disciplines, evaluates, motivates, and recognizes subordinate employees;
- plans, coordinates, and oversees on-site activities;
- maintains landscape maintenance job schedules and budgets;
- plans, coordinates, and oversees on-site activities;
- oversees maintenance of equipment and tool inventories;
- communicates well with others;
- interprets all aspects of landscape plans to ensure compliance with codes;
- meets with customers, vendors, and subcontractors;
- completes and maintains all required reports and forms;
- conducts walk-throughs, completes punch lists, and makes recommendations to customers;
- reads and understands contracts;
- conducts necessary job documentation;
- holds Team Leaders accountable for project schedule, project hours, material needs and client updates and coordination, equipment repair, and maintenance;
- ensures all work and materials comply with specifications, timelines, and profit margins;
- performs Winter Service (e.g., snow clearing, pruning) as needed;
- manages the crews and jobs to ensure good communication with office personnel for billing and payroll;
- works with company software, Microsoft office suite, and standard office equipment; and
- provides excellent service (e.g., accurate, complete, and timely) to clients, partners, and staff in a courteous and efficient manner.

COMPETENCIES

- **Business Acumen:** Proactively manages the business portfolio as a profit center; increases revenue, leverages resources, and tracks expenses to ensure revenue, efficiency, and gross margin goals are met.
- **Results Oriented:** Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable goals, and takes efficient action to accomplish success.
- **Landscape Maintenance:** Demonstrates professional knowledge regarding horticultural practices, landscape maintenance procedures, and irrigation; presents oneself as a landscape maintenance expert to clients, vendors, and suppliers; understands industry best practices and trends.
- **People Management:** Responsible for staffing, training, and performance management; approves all paperwork; complies with all human resources procedures; views employees as assets.
- **Decision Quality:** Consistently makes effective, timely, and sound decisions; solicits information from multiple sources prior to making a judgment; addresses goals, resources, and intangibles; considers implications and contingency plans associated with all decisions.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
- **Interpersonal Skills:** Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.

EDUCATION/EXPERIENCE

An example of the preferred education, training, and/or experience that demonstrates possession of the knowledge, skills, and competencies for this position includes: at least five (5) years of professional landscape and grounds maintenance experience similar to that described above.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the functions required by this job classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the functions of this job classification, on a case-by-case basis.

Frequent: sitting, time spent on the telephone, repetitive use of hands to operate computers, printers, and office equipment, standing, bending, and stooping, twisting of waist side-to-side, turning and flexion of the neck; move, lift, and carry objects weighing up to 50 pounds; walk for long distances and on sloped ground and uneven surfaces; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

SPECIAL NOTES, LICENSES AND CERTIFICATIONS

Pre-employment: Incumbents must sign the Confidentiality, Non-disclosure, and Non-solicitation Agreement prior to their first day on the job.

License: A valid driver's license, which must be maintained throughout employment in this job classification, is required at the time of appointment.

Language: Though not required, bilingual English and Spanish skills are desirable.

Certifications: Possess or be able to obtain a Wisconsin Pesticide Applicator Certification and License within the first 90 days of employment.

Working Conditions: Work is conducted predominantly outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents. Some work is conducted in an office environment with associated noise, space, and computer screen exposure.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates may be subject to a background investigation and/or drug test.

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

KEY PERFORMANCE INDICATORS

The Key Performance Indicators for this position will be specified at the time of appointment.