

DESIGNSCAPE

Property Enhancement Crew Leader/Account Manager

Position Description

JOB TITLE: Crew Leader/Account Manager
DIVISION: Property Enhancement

REPORTS TO: Director of Property Enhancement

DIRECT REPORTS:

HOURS: Crew leaders typically work from 8:00 a.m. – 5 p.m. or later, Monday through Friday, with occasional Saturday production required dependent upon division's workload. 50+ hours per week are expected Spring – Fall.

WAGE: Compensation comprised of base hourly wage (experience dependent) and an incentive component based upon efficiency of provided workload.

REQUIREMENTS:

- Valid driver license, superior driving record for the last three years and proof of commercial insurability.
- Possess (or ability to take and pass test for) Pesticide Applicator License from the Indiana State Chemist.
- Ability to bend and stoop on a repetitive basis and lift up to 75 lbs.
- Commitment to environmentally safe garden management techniques and practices in all phases of the landscape industry.
- Outstanding written and verbal English communication skills.
- Ability to read and understand safety rules and instructions, good understanding of the appropriate and safe use of job-specific hazardous materials and chemicals.
- Must be organized, efficient working with little supervision, and be dedicated to a systematic and documented work system to ensure total client satisfaction.
- Must be capable of performing under pressure as well as demonstrate flexibility in adapting to the ever-changing demands of the position and seasonality of the industry.

JOB DUTIES:

Account Maintenance (40+ hours/week)

- Crew leader/Account Manager is responsible for overseeing maintenance of a client's landscape to desired specifications while staying within budgetary restrictions.
 - Performs labor tasks which include but are not limited to: mowing grass; raking leaves and cleaning grounds; preparing flower beds and planting flowers; planting and pruning shrubs; water shrubs & lawn during dry periods; trimming and edging around walks, flower beds and walls; application of fertilizer and/or pesticides/insecticides to lawns, shrubs & trees; clearing driveways & sidewalks of snow and ice. More skilled tasks are performed under direct supervision of Division Manager.
 - Drives a truck when needed (automatic or manual transmission). Uses light and heavy duty construction equipment and power tools in a safe and efficient manner.
 - Establish and maintain effective relationships with contracted clients.

Account Management (1-2 hours/week)

- Oversee all work in progress to ensure quality, timeliness and safety.
- Plan, schedule & requisition necessary equipment and related supplies.
- Track number of visits & time spent per contracted property ensuring contract terms are met but budget restrictions are followed.

Vehicle/Equipment Maintenance (1-2 hours/week)

- Clean interior, wash exterior & assist with preventative maintenance of truck.
- Keep all power/hand tools in proper operating condition.
- Communicate needed repairs to mechanics or service technicians.

GENERAL RESPONSIBILITIES

- Prioritize workload.
- Assist with loading/unloading trucks, moving furniture and setting up facility for special events as needed.
- Comply with all company policies and procedures, as well as timely completion of all necessary documentation and administrative procedures including: payroll information and other required paperwork.
- Acquaint new team members and employees with team policies and procedures.

PROFESSIONAL DEVELOPMENT (75-100 hours/year)

- Continue professional / technical education and participate in company wide training when appropriate.
- Review technical publications and articles to stay abreast of technical developments in the horticultural / landscape service industry.
- Maintain membership in professional trade organizations and accept leadership roles in such groups.
- Obtain and maintain required certification and licensing in industry appropriate organizations, i.e. INLA, PLANET, ISA, etc.

COMMUNITY/PUBLIC RELATIONS

- Assist in recruitment of new employees.
- Represent the company at community activities, promotional events, seminars, garden shows, etc., as instructed.
- Prepare necessary documentation for archives and awards presentations.
- Plan and support public relations policies, company's image and relations with clients, prospective clients, employees, industry organizations and the general public.

DIVISION PORTRAIT:**PRODUCTS/SERVICES:**

Residential & Commercial Property Enhancement & Maintenance

PROPERTY ENHANCEMENT PHILOSOPHY:

To provide the highest quality property enhancement possible while ensuring customer satisfaction with a profitable return.

PROPERTY ENHANCEMENT DIVISION'S CULTURE:

Work intensive, quality conscious, strong willed management committed to meeting and exceeding customer expectations through hard work and incremental improvement.

PROPERTY ENHANCEMENT DIVISION'S TEAM PERSONALITY:

Self-motivated, energetic, positive, earnest, flexible/adaptable, openly communicative, result oriented.

CORPORATE VISION:

While appreciating the rich heritage of Designscape, we have moved forward with the same commitment to quality and service that has built our great reputation. Our vision now turns to:

- ∞ strengthening our position in the market by exceeding our clients desires and expectations, providing value;
- ∞ continually searching for ways to differentiate ourselves from our competitors within our exclusive marketplace;
- ∞ creating an environment where fun, hard work, open communication, personal and professional growth are promoted;
- ∞ making advancement opportunities available to those who perform and
- ∞ a focus on profitability

Our willingness to plan, communicate and celebrate success has us positioned to exceed our professional and financial goals while continuing to build lasting relationships with the elite clients we serve.

INITIALS & DATE:

Employee: _____

Date: _____

Dept. Manager: _____

Date: _____

HR Manager: _____

Date: _____