

Job Description

JOB TITLE:	Maintenance Field Supervisor	PEOPLE MANAGER:	Yes
STATUS:	<input type="checkbox"/> Salaried <input checked="" type="checkbox"/> Hourly	PREPARED BY:	Human Resources
	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	REVISED:	December 2023
DEPARTMENT:	Landscape Maintenance	SUPERVISED BY:	Account Manager

Avid Landscape Management believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not to limit the employee or Avid to just the work identified, nor does it address the performance standards that must be maintained. It is our expectation that each employee shows up to work as their whole self, prepared and committed to fulfilling the responsibilities of their role as outlined below. In doing so, we believe that the mutual success of the business and employee's personal and professional development will follow.

GENERAL FUNCTION: Responsible for overseeing multiple crews within assigned territory, ensuring both client and employee satisfaction and retention. Conducts training and manages employee performance to create high functioning teams.

ESSENTIAL DUTIES:

1. Conduct quality audits on site, and address client concerns as needed. Identify and communicate potential upgrades and issues on site beyond the scope of regular maintenance.
2. Assist in the scheduling of crews to make best use of unique equipment and resources, such as large mowers, lot blowers, leaf vacuums, air compressors, pressure washers, and other lawn renovation equipment.
3. Work with Account Manager to identify appropriate client relationships to develop and maintain in order to resolve issues directly on-site. These include property managers, on-site maintenance staff, and other key stakeholders.
4. Train Crew Leaders and hold them accountable to assess the landscape maintenance needs of each assigned property upon arrival, prioritize contracted work (including setting an appropriate rotation schedule for bed work that complies with the contract and quality standards), and assign tasks to crew members.
5. Oversee individual Crew Leader work product to ensure tasks are carried out; standard horticultural practices such as turf maintenance, pruning, shearing, and thinning are followed; and safety standards are observed at all times.
6. Train and direct Crew Leaders and Members in the safe and efficient use of appropriate landscape maintenance tools, equipment, and materials. Work alongside crews as needed to ensure completion of all contracted services.
7. Communicate any extraordinary needs with landscape maintenance contracts to supervisor, (for example, work that is beyond the scope of the contract, need for additional labor or scheduling changes in order to keep up with maintenance, etc.).
8. Ensure proper irrigation levels on each site, checking for problems, repairing when possible, and reporting irrigation issues that require a higher level of expertise to supervisor. Start-up irrigation systems in Spring, make clock adjustments throughout the growing season, troubleshoot and repair irrigation problems and winterize irrigation systems.
9. Identify the presence of weed, insect, and disease problems in turf and ornamental plants. Instruct crews in mechanical weed control strategies best suited for weed type and time of year. Apply herbicides as needed under IPM program to control difficult weeds and large-scale infestations. Communicate insect and disease problems to Account Manager.
10. Manage the performance and development of Crew Leaders, providing clear guidance and direction, recognizing exceptional effort and results, and promptly and respectfully correcting mistakes. Make recommendations for additional training, pay and status changes, as appropriate.

11. Manage mobile time tracking technology for crew as needed on each ticket throughout the day. Identify and complete issues for each job as needed within technology. Create issues with photos from site for communicating needs. Create Quick Tickets as needed to track work performed on sites.
12. Ensure that the appropriate tools and equipment are on-site for each day's work, and that equipment in their care is properly maintained, handled, transported, and stored.
13. Perform landscape maintenance and/or enhancement tasks as directed, including but not limited to: mowing, edging turf, weeding and raking beds, applying mulch, pruning, shearing and trimming trees and shrubs, collecting leaves, debris, and trash, excavating, grading, planting, and clean up.
14. Accurately log time worked using mobile time tracking technology and ensure compliance with all required meal and rest breaks.
15. Observe and promote safety standards at all times, including but not limited to the safe use and operation of equipment, use of appropriate PPE for each piece of equipment and task every time, and drive cautiously and courteously and within posted speed limits.
16. Maintain personal protective equipment (PPE), landscape tools and equipment, and truck/trailer in clean condition; report any repair needs promptly.
17. Regular and punctual in-person attendance is a fundamental expectation for this position, as consistent presence and timeliness are essential for the smooth functioning of the team and the successful fulfillment of job responsibilities.
18. Lead by example and promote a positive company image including clean, well-maintained uniforms, proper personal hygiene, and maintaining clean company vehicles – both inside and out.
19. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Immediately report injuries, loss, or damage to personal, general public, company, and client vehicles, equipment, and property.
2. Treat Avid employees, clients, suppliers, and the general public courteously, and represent Avid in a professional manner during work hours, on job sites, and at work related events.
3. Ensure that each vehicle, trailer and piece of equipment is used safely and that safety features are in place and operational before use. Check fuel and oil levels daily on all power equipment before use. Check charge levels on batteries and ensure that batteries are placed on chargers at the end of the day.
4. Ensure the security of company vehicles, tools, and equipment; and safety of employees, clients, and the general public at all times.

QUALIFICATIONS:

Education and Experience

1. At least three years of experience in landscape maintenance.
2. At least one year supervisory experience, and demonstrated ability to effectively train, motivate, and direct the work of others.

Licenses and Certification

3. WSDA Commercial Pesticide Operator's License.
4. Valid Washington State Driver's License with insurable record.

Other Knowledge, Skills, and Abilities

5. Effective oral and written communication in English and Spanish.

6. Ability to identify common Pacific Northwest plant life.
7. Ability to recognize common plant growth forms and assess when pruning is best performed and whether to use power shears or perform hand-pruning.
8. Conflict resolution and team building skills.
9. Demonstrated ability to work independently, manage time efficiently, and effectively train, motivate, and direct the work of others.
10. Demonstrated proficiency in the safe and efficient use and maintenance of all assigned landscape maintenance tools, equipment, and tasks.
11. Ability to effectively communicate with supervisors and co-workers.

PREFERRED QUALIFICATIONS:

1. High school diploma or GED.
2. Certified Landscape Irrigation Auditor.
3. Certified Arborist.
4. Landscape Industry Certified Technician or Certified Professional Horticulturalist.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

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

1. Frequently required to stand and walk long distances on a variety of flat, sloped, uneven, and slippery surfaces, including topsoil, gravel, grass, cement, and snow or ice.
2. Frequently required to push, pull, lift, and carry 15 – 50 pounds.
3. Frequently required to reach, bend, twist, stoop, crouch, climb, and balance.
4. Frequent use of hands to manipulate, handle or grasp objects, tools or controls. Grasping machinery may require forceful gripping and exposure to vibrations.
5. Occasionally required to drive a company vehicle and trailer varying distances with co-workers.
6. Work is predominantly outdoors, exposed to varying temperatures, weather conditions (including snow, ice, rain, heat, and humidity), and noise levels. Exposure to dust, pollen, mulching materials, pesticides, fertilizers, grease, oils, dust, fumes and electrical currents will occur.

COMPENSATION/BENEFITS:

1. \$28.00-\$32.00 per hour depending on experience/qualifications.
2. Medical, Dental, and Vision insurance benefit upon reaching eligibility.
3. IRA with up to 3% employer match upon reaching eligibility.
4. PTO 1-week on 1st anniversary, 2-weeks on 3rd anniversary.
5. 7 paid holidays per year upon eligibility.

STATEMENT OF UNDERSTANDING:

I have received a copy of my job description and understand my job description. I understand that this job description may not list all of the duties of my job, and that I may be asked by my supervisor to perform other instructions and duties. I understand that I will be evaluated in part based on my performance of the tasks listed in this job description.

NAME: _____
(please print clearly)

SIGNATURE: _____ DATE: _____