



## **Job Description** **Horticulturist – Crew Supervisor**

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**Report To: [Operations Manager Name]**

### **Responsibilities related to: Horticulturist**

- Responsible for the job flow of all jobs in the maintenance department and other departments from time to time. Jobs such as: Pruning, Mulching, Disease and pest control, winter pruning, gardening and all other jobs related to horticulture.
- Maintaining a proper and pleasant working environment.
- Handle customer complaints pertaining to property maintenance, and ensure these issues are resolved as soon as possible.
- Resolve customer complaints.
- To do a final inspection of jobs done. Final call to customer for satisfaction report.
- Responsible for equipment and tools used by crews.
- Responsible for maintaining proper entering on Viaesys in relation to: jobs logs, designs, worksheets, plant lists, return sheets and other applications used to track: time on job, materials used on job, plants used on jobs, plants returned, equipment used/rented, and all matter related to materials, equipment, and time pertaining to each individual job.
- To ensure that work orders get completed, and the crew leader dates logs on Viaesys with completion of jobs
- Responsible for ordering of all materials for jobs, in the most cost effective manner (in some cases).
- Responsible for calling of all locates, applying for permits and other paperwork needed (in some cases).
- To review crew time on Viaesys prior to being processed by office for payroll.
- Maintaining very strict time management pertaining to employee times (being late, leaving the jobsite early etc)
- Responsible for crew safety and maintaining a safe working environment.
- Handles problems of maintenance personnel.
- Takes priority jobs very serious.
- Making proper judgments as to crew sizes and people management on jobs.

### **Responsibilities related to: Courtland PPM (Companywide)**

- Report all incidents
- Responsible for spending and purchasing of things pertaining to the division.
- Responsible for making sure all purchases, whether vendor or sub contractor, receive a purchase order prior to delivery or start of job.
- Being an example figure to the crews and all people under your responsibility.
- Responsible for security of property
- Report of major problems to management.
- Problem solves and keeps a positive attitude towards problems at all times. Problems are there to be solved!
- Responsible for housekeeping of working space.
- Identifies cost cutting measures and implements ways to be cost effective.
- Reports all vacations and sick days to HR Department.
- Responsible for overall company image.
- Always keeping the profitability of the company in mind at all times.
- Effectively handle multiple priorities, organize workload, and meet strict deadlines.
- To help resolve warranty issues, related to horticulture.
- To be responsible for the proper (large) transplantation of plants, in all departments.
- Provide training for the employees. Training on horticulture and maintenance, plant health, and any training required for the entire company.
- Responsible for all other duties that may be assigned from time to time by Management.

## General Statements:

- Customer Communications
  - Having an open line of communications with the customer at all times. Any changes to the schedule and or job status to be communicated through to the customer in order to obtain 100% customer satisfaction.
  - Following through with promises made to the customer and being upfront and honest with them about timing and scheduling.
- Planning of Jobs and Organizing Time
  - Planning of time spent on jobs, down time, loading time and all planning related to crews and their help.
  - Planning of jobs to include ordering of all products related to the specific jobs. To include plants, stone, bulk materials, and other materials (in some cases).
- Enforcing all policies and procedures implemented by management.
  - Procedures such as paperwork, rules, expectations and other requirements
  - Paperwork to be number one priority. Paper work such as: invoicing, logs, plant lists, timesheets etc.

This individual requires organizational ability, along with the ability to co-ordinate diverse demands. The position requires adequate Horticulture knowledge, processes, and physical limitations of people, equipment and facilities.

Strive to be part of a company that

- Has a nice working environment
- Produces Quality work,
- And that delivers Customer satisfaction
- That benefits all parties involved