



Landscape Maintenance Production Manager

Sets the pace to maximize efficiency & develop the team

Introduction:

Do you enjoy managing a team and teaching others new skills? Do you like a mix of working indoors and outdoors? Do you thrive on providing an exceptional customer service experience? Are you a go-getter who is motivated by goals and incentives?

If you answered yes to all of these, then your next **career** move is to Sun Valley Landscaping as our new Maintenance Production Manager! We are expanding our team of 'A Players' and looking for a highly detailed, analytical thinker to join our fun group of landscape professionals. Our Maintenance division consists of all lawn mowing, fertilization, cleanups, turf care, chemical applications, bed maintenance, plant care, mulching, annuals, containers, and snow removal services for residential and commercial clients. The Production Manager must be familiar with these services and have experience in management, scheduling and customer service.

As an industry leader, Sun Valley Landscaping has grown 20 percent each year for the last two years and is on track to do the same in 2016. We have big goals and need **top performers** in order to reach them. Our team members are passionate, outdoor lovers, community leaders and come from diversified backgrounds. As a not-so-typical landscaping company, we offer a challenging, yet rewarding environment with high employee retention.

At Sun Valley Landscaping we believe in hiring team members that are not only top performers, but also fit our company culture.

The Sun Valley Way:

People come first.
We do it right (the right way).
It's all about the experience.
We take care in the craftsmanship.
Everyone is an owner.

Landscaping is our life. We wake up every day with the hope that we can allow others to enjoy the outdoors as much as we do.

Our Big Hairy Audacious Goal:

Sun Valley Landscaping will be a destination company that acts as a model for our city and for our industry, we will be considered the top landscape company & best landscape employer in Omaha.



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Objective & Responsibilities:

The Production Manager (PM) is a highly detailed individual who thrives in organizing & managing multiple people, tasks and priorities in an efficient way. The PM is a divisional leader who is accountable to meeting or beating budgets and company goals. The core objective of the PM is to retain the clients of Sun Valley Landscaping's maintenance division by providing legendary services, while ensuring above industry average gross profit and developing our staff to be the best in our market. This will be accomplished by performing the following tasks:

- Create and constantly update proper service schedules for 8 crews on a daily basis.
- Supervision, training and development of 15-20 members of staff.
- Ensure production standards are being met with quality control & training visits.
- Set the pace to ensure man hour budgets are met and efficiency is maximized.
- Supervise the morning and evening routines to be sure all processes are being followed.
- Provide daily route sheets, crew goals and maintain all company procedure checklists.
- Verify previous day billing and job costing reports to be entered by the Office Manager.
- Analyze job costing reports and communicate to crew leaders & AM for improvements.
- Proactive communication with clients as it relates to service schedules.
- Provide customer service relating to schedules, troubling shooting and client request.
- Update the General Manager (GM) as to progress of jobs and staff development.
- Partner with Account Manager to coordinate services and satisfy set expectations.
- Ensure the proper operation and maintenance of equipment with the Fleet Mechanic.
- Assist in hiring, firing and disciplining of direct reports with the GM.
- Perform quarterly staff reviews and make recommendations for development to the GM.
- Ensure that all safety procedures and safety programs are being followed.
- Report and record all accidents, work injuries and property damage complaints.
- Create and implement training programs for all crews with the Account Manager.
- Coordinate the purchasing, staging, delivery and use of materials with the AM.
- Supervise sub-contractor schedules and provide on-job supervision when necessary.
- Lead a weekly staff meeting and daily huddles for the maintenance division.
- Provide limited account management duties on company accounts with the team.
- Participate in strategic planning and company initiatives.
- Provide recommendations for pricing, equipment & staff to maximize efficiency.
- Work with the Landscape Project Manager to direct, supervise and dispatch snow removal operations in the winter (same responsibilities as above).



Accountability:

- ✓ Maintenance division budget and gross profit goals.
- ✓ Man hour goals for every crew, every day.
- ✓ Staff development and training.
- ✓ Maintenance client retention rate.
- ✓ Optimized routing, scheduling and service coordination.
- ✓ Reporting, checklist and billing accuracy.
- ✓ Proactive client communication regarding services.
- ✓ Client satisfaction rates.
- ✓ Daily green sheets, schedules, production board, CRM, master lists, job packets

Direct Reports & Relationships:

- The Production Manager will report directly to the GM on a daily basis.
- The PM will work closely with the Account Manager, Fleet Mechanic, Landscape Project Manager, Nursery Manager and Supply Yard Manager to properly coordinate all services, staff, equipment, materials and subcontractors.
- The PM will also work with the Office Manager on daily billing, job costing, KPI reports, company procedure checklist, client communication and daily route sheets for crews.
- The Production Manager will be the direct supervisor of (8-9) Crew Leaders and (8-10) Keymen and Technicians. The total staff supervised will range from 15-20.
- The CEO will coach and assist the PM to allow for the best opportunity to succeed.

Experience, Skills & Education:

- 8+ years combined experience in management, scheduling, logistics and customer service.
- Minimum of 3 years in the Green Industry or service related fields.
- Associates degree (preferably in business administration or Green Industry).
- Expert level computer skills - Office suite, CRM programs, GPS software & QuickBooks.
- Experience leading, organizing and managing multiple people is a must.
- Experience in customer service is a must.
- Experience with scheduling, production and logistics is a must.
- Working knowledge of fleet equipment and trucks used in the industry.
- Valid driver's license and clean driving and criminal record.
- Bilingual in English and Spanish is a PLUS
- Excellent written and verbal communication skills.
- Ability to maintain a professional, positive and charismatic demeanor at all times.



Success Factors:

- Possess a genuine love for the outdoors and landscaping
- Highly detail oriented person driven by task accomplishment & organization
- Consistently behaved person with strong core values & integrity
- Requires minimal supervision and consistently delivers above-average results, success driven
- Ability to process an ever increasing number of variables in an organized fashion
- The type of person that loves making a great excel sheet!
- Spatially intelligent, can navigate the most efficient travel routes without GPS
- Problem solver, patient individual who enjoys controlling chaos
- High energy, self-driven individual with strong leadership & persuasion skills
- Comfortable managing & constantly communicating with 8 crews & hundreds of clients
- Takes enjoyment in serving and providing value to others, enjoys working with a team
- Enthusiastic, positive and passionate person
- Driven by a desire to accomplish company and personal goals
- Able to deal with uncertainty and changing working conditions on a daily basis (stress)
- Can handle criticism and accept responsibility for the actions of others
- Ability to make quick judgment decisions based on logic and research
- Able to identify the most important priorities and act accordingly on a daily basis
- Thrives under pressure, handles stressful situations in a calm and collective manner
- Strategic thinker capable of creating and implementing systems
- Ability to maintain a proficient, yet teachable attitude at all times
- Strives for constant improvement and enjoys working in environments of growth and change
- Punctual and reliable person that can be counted on

Working Schedule:

- Willing to work long hours as necessary to accomplish set goals
- Approximate work load per week based on past experience of successful production managers (spring – 60hrs, summer – 40-50hrs, fall 50-60hrs, winter 40hrs*)
- Crews arrive at 7am or earlier – PM should be first in and last out when needed
- Available for all winter snow events, ability to work odd hours overnight when needed*
- Typical day may involve 70% time in the office and 30% of your time in the field
- Work truck will be provided for field use (not take home)
- Must have the ability to operate equipment, trucks and lift up to 80lbs.
- Must be comfortable with a highly seasonal job and enjoy the change of pace





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Compensation & Benefits:

- Relaxed company culture (we work hard, but like to have fun!)
- Numerous company events with opportunities to involve your family
- Total compensation of \$40,000 - \$50,000 DOE
- Incentive structure allowing for additional earnings
- Potential signing bonus based on experience
- 2+ weeks PTO (no vacation from March 15 – June 15)
- Paid holidays (total of 10)
- Cell phone included (unlimited plan)
- Reimbursement of \$.50 per mile for driving own vehicle for work related purposes.
- Yard & service discounts for immediate family
- Simple IRA plan available after one year (3% match)
- Health insurance available after 90 days
- Half price zoo memberships
- Monthly company BBQ's
- Paid paternal and maternal leave
- Much more....



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