



Landscape Maintenance Production Manager

Gets the jobs done and meets expectations

Introduction:

Do you like working as a team while knowing the company's overall goals? When was the last time your boss said, "great job" and really meant it? Do you thrive in a positive and uplifting working environment?

If you answered yes, then your next **career** move is to Sun Valley Landscaping as our new 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. The Production Manager, working primarily from the office, manages crews and keeps the maintenance department on track to meet its goals.

As an industry leader, Sun Valley Landscaping has grown 20% each year for the last two years and is on track to do the same in 2015. 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 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.



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Objective:

The production manager is a highly detailed individual who thrives in organizing multiple people, tasks and priorities in an efficient way. The core objective of the PM is to retain the clients of Sun Valley Landscaping’s maintenance division, while ensuring above industry average gross profit to the company. This will be accomplished by thorough coordination of services to satisfy set expectations and by providing an organized environment for crews to be efficient. The PM will be held accountable for all maintenance crews and services.

The production manager will primarily work in the office to orchestrate all services and manage up to 7 crews on a daily basis. The PM will organize and verify all maintenance contracts provided by the sales team to determine specs and expectations of the client. Using CRM & scheduling software, the PM will then be responsible for the scheduling, routing, and day-to-day troubleshooting of the production team, ensuring all provided specifications are being met. The production manager will be our clients’ and employees’ main point of contact for day-to-day questions regarding their services. The PM will quickly process action items and respond to client request in timely manner, adjusting schedules and routes as necessary. Finally, the PM will bill and job cost all maintenance services on daily basis ensuring company gross profit goals are being reached. This includes snow removal operations.

The maintenance division consists of all 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 scheduling and billing. The PM will be expected to learn about the industry and establish training protocols to manage and develop the crews.

Direct Reports & Relationships:

The production manager will report directly to the CEO. The PM will be supervised by the Director of Business Development. The PM will work closely with the account manager and administrative assistant and supervise up to 7 maintenance crew leaders.

Accountability:	Outcomes:	KPI's:
Gross Profit (maintenance div)	65% gross profit	Daily job costing, by crew
Retention (annual renewals)	95% renewal in 2016	0 cancellations, 1/15/16
Quality of Services	100% client satisfaction	0 service complaints
Communication	Responses 2hr clients, 10m team	0 escalated responses
Scheduling / Routing	Weekly scheduling ahead	Work orders printed by Friday
Billing / Job Costing	Daily billing & job costing	Reports due within 24 hrs
Managing & Developing Crews	Best in market performance	Training hours per week



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Experience & Education:

- 5+ years combined experience in scheduling and billing, management or logistics
- Industry experience preferred
- Associates degree (preferably in business administration)
- Expert level computer skills - Office suite, CRM programs, GIS websites & Quickbooks
- Experience organizing and managing multiple people

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
- 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 7 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
- Requires minimal supervision and consistently delivers above average results, success driven
- 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

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 35-40hrs)
- Crews arrive at 715am – PM should be first in, last out
- Available for all winter snow events (schedule, organize and bill all snow operations)





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Compensation & Benefits:

- Relaxed company culture (we work hard, but like to have fun!)
- Total compensation of \$30,000 - \$50,000+
- Incentive structure allowing for additional earnings
- Potential signing bonus based on experience
- 2 weeks paid vacation (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 6 months



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