

## Job Description: Maintenance Leader

**Reports to:** COO

**Purpose:**

The Maintenance Leader is responsible for the growth, development, and execution of services in the garden maintenance division. This leader is exceptionally skilled in horticulture, has a contagious passion for outdoor spaces and loves connecting with people, displaying strong leadership and presentation skills. This leader is highly organized and structured in physical environment and thinking process and is talented in designing and maintaining beautiful gardens.

### Job Summary – THE 3R's

**Role:**

- Maintenance Leader

**Responsibility:**

1. Design, estimate, and sell garden maintenance work.
2. Organize and coordinate work schedules and gardening staff.
3. Safely and efficiently produce high quality work.
4. Grow and develop leaders.
5. Execute on divisional strategy
6. Complete accurate logs of time and material, and coordinate invoicing of services.

**Result:**

- Hutten & Co. is recognized as an expert in horticulture and garden care, while providing property owners with a high level of detailed, professional and trustworthy care.

**Metrics to Measure Results:**

Success in this position will be measured by:

- **Performance Review Score** – for fulfillment of core objectives.
- **Quality Score** – to maintain a high standard in gardening services.
- **Client Reviews** – for delivering on brand promise and expectations.
- **Divisional Budget** – for the consistent delivery of profitable work.

**Detail Overview of Responsibilities:**

1. Design, estimate, and sell garden maintenance work.
  - Meet with client to understand objectives, needs, wants and wishes.
  - Communicate with highly effective questions and problem-solving skills.
  - Provide alternate solutions where required, and be open to client preferences.
  - Provide design solutions to garden spaces and small construction enhancements.
  - Estimate costs for services using company estimating software.
  - Build repeat contract proposals, and sell work to customer.
  
2. Organize and coordinate work schedules and gardening staff.
  - Schedule sold work according to labour resources and seasonal requirements.
  - Organize and manage project work flow through standardized process.
  - Regularly communicate (daily) with client to update on service progress or schedule.
  - Seek out efficiencies in work flow and routing to increase productivity.
  
3. Safely and efficiently produce high quality work.
  - Manage and participate in the execution of maintenance projects, planning labor requirements, equipment requirements and material deliveries and timing to ensure completion of job(s) within deadlines.
  - Manage safety, quality and productivity of work at sites and/or shop/yard.
  - Perform work, including weeding, edging, pruning, mulching, planting etc.
  - Supervise, coordinate, and schedule the day to day work activities of a landscape maintenance crew of **2 to 3** employees
  - Delegate job tasks to crew members to assist in the completion maintenance projects
  - Meet with subcontractors and supervise quality, efficiency, and deadlines
  - Operate various tools and equipment, including: compact equipment, chainsaws, blowers, trimmers, pruners, wheelbarrows, measurement equipment, shovels, rakes, etc.
  - Perform preventative maintenance on tools and equipment by conducting inspections, lubricating, and cleaning on a daily basis
  - Read and interpret landscape designs and specifications to delegate/complete work activities
  - Maintain and enforce standards of cleanliness and organization in assigned trucks, trailers, equipment, jobsites, and shop/yard areas
  
4. Grow and develop leaders.
  - Participate with recruitment activities through secondary interviews with potential job candidates
  - Manage personnel by:
    - a. Onboarding of new staff.
    - b. Completing quarterly performance appraisals on personnel under your care.
    - c. Refining, implementing and measuring divisional best practices and performance metrics.

- Conduct on-site orientations with new employees and employees in new positions, which cover all company health and safety policies, practices, and procedures.
5. Execute on divisional strategy and budget
- Plan and lead production meetings, ensuring core content is effectively covered, driving positive momentum and promoting accountability.
  - Implement divisional strategic plans.
  - Utilize highly structured processes and systems.
  - Build project binders and ensure they are clear, complete and on time for effective handoff.
  - Project manage with high organization.
  - Identify and solve problems, waste and inefficiencies in a proactive team setting.
  - Meet the divisions budgeted gross profit targets.
6. Complete accurate logs of time and material, and coordinate invoicing of services.
- Meet budgeted production hours and schedule.
  - Submit and approve timesheets daily.
  - Keep accurate daily material logs.
  - Submit invoicing details to administration in a timely fashion.

**Required Talents, Skills and Behaviours:**

1. Horticultural expert – strong in plant identification and care.
2. Confident interpersonal skills, enjoys sales and connecting with people
3. Highly organized, and structured in time management
4. Passionate about gardening and the outdoors.
5. Detail oriented, with a keen eye for artistic design.
6. Strong with technology.

**Experience/Education Required:**

- 5 years field experience in garden maintenance.
- Horticulture diploma an asset.