



### **Job Description – Mowing Supervisor**

<b>Division:</b>	Landscape Management	<b>Number of Employees Supervised:</b>	1-6
<b>Location:</b>	Main	<b>Salary Range:</b>	8
<b>Reports to:</b>	Production Manager	<b>Classification:</b>	E5

#### **Purpose and Description**

Position is responsible for supervising all mowing operations within the division. Coordinates with the Production Manager the procurement and scheduled use of resources, including labor, equipment and materials to ensure maximum use and completion of work within budget, safety guidelines and quality standards. Promotes the growth and development of field staff and assists them in carrying out their responsibilities as needed. Offers support and services to other divisions in the company as needed.

#### **Responsibilities/Activities**

1. Manages and schedules labor, equipment and material to accomplish mowing production schedules within established budgets. Maintains strict adherence to established schedules and budgets.
2. Consults with Production Manager and/or Account Manager to understand contract specifications and ensures they are met and maintains customers complete satisfaction.
3. Information Management to include verifying accurate and complete work orders and site plans.
4. Provide most recent plans and/or documents to field staff at the beginning of the day and provide instruction to ensure Crew Leader and crew are prepared to complete the job
5. Ensures all work is completed in adherence to safety policies and guidelines. Conducts weekly safety training and safety inspections on job-sites.
6. Investigates any accident or safety violation, prepares appropriate reports, takes action steps to correct and prevent future occurrences. Work with Production Manager to define and implement solutions to reoccurring accidents or most common hazards.
7. Maintains proper inventory of assigned materials, equipment and other supplies are on hand to complete mowing production activities.
8. Order materials, equipment and supplies as needed within purchasing limits.
9. Supervise employees, keeping attendance records, enforcing proper uniform and safety equipment use, and approving time cards.
10. Overall human resource management of mowing field staff. Provides input on hiring, firing and disciplinary issues. Primary role in training, coaching, mentoring and developing staff to reach potential and established goals for the individual and mowing department. Identify and develop Crew Leaders.
11. Maintains sufficient staff to accomplish production schedules. Provides input in analyzing and forecasting future needs of staff and material needs to complete future jobs.

12. Conducts timely performance reviews of direct reports and take corrective actions when appropriate. May obtain assistance from Production Manager.
13. Coordinate the use of labor, equipment, materials and other resources with other divisions as needed.
14. Obtain utility locates on needed properties 48 hours prior to beginning a work. Update as needed.
15. Responsible for the overall quality assurance/quality control of mowing services, including turf health and aesthetics, provided to all properties.
16. Visit job sites on a regular basis, observing organization of work, identifying and resolving training issues, and taking necessary actions to ensure quality.
17. Participate in actual field production work as needed. Perform mowing services and oversee mowing practices.
18. Monitors job costs weekly and immediately reports to Division Manager any jobs deviating from budgets of time, schedule, cost or any other factor so appropriate adjustments can be made to maximize end result.
19. Makes recommendation regarding qualifying or disqualifying warranty work. Coordinates completion of warranty work per contract and/or instructions on Division Manager.
20. Maintain a high level of good housekeeping and care of company assets in the field, vehicles, shop, field offices and customer work-sites.
21. Stay aware of Best Practices. Develop and recommend improved work methods and standards.

### **Key Performance Metrics**

1. Revenue growth
2. Profitability
3. Employee retention
4. Retention of contracts and customers
5. Performance to budget
6. Safety record

### **Pivotal Duties**

1. To coordinate and manage all mowing and related services and related activities, ensuring quality standards are maintained.
2. To have complete understanding of all contractual obligations and specifications.
3. To meet or exceed operating budgets.
4. To continually review project progress, cost, schedules, and demands to complete.
5. To ensure quality control of all assigned projects and high level of effective customer communications and service.
6. To know and strictly observe all safety rules for self and others. Permit NO accidents.
7. To submit time sheets and other written reports on an accurate and timely basis as required by the Supervisor. To ensure proper paper flow to and from the office
8. To maximum use of field and other personnel, equipment, materials and supplies. Eliminate waste. To train, develop and discipline high performing work teams to accomplish production schedules as assigned and to reach goals benefiting both Company growth and individual growth of work team members
9. To support and participate in the development, implementation and refinement of departmental best practices in all areas of field operations and safety. To keep abreast of new

methods that might be applicable to the Company; constantly pursues new ideas which could be implemented.

10. To proactively identify potential problems within production and find resolution to minimize damage/risk or possibly create unforeseen opportunity for gain.
11. To support sales and marketing initiatives with solid production knowledge or service. Identify opportunities for enhancements or upgrade.
12. Manage and track to minimize warranty work.
13. To manage personal effectiveness (competency, trust, communication, etc.) to maximize sales opportunities and development of customer relationships.
14. To provide and maintain excellent customer service. Maintain customers.

### **Success Behaviors**

1. Good leadership skills
2. Ability to inspire top tier performance
3. Ability to build effective work teams
4. Self-starter and demonstrates initiative
5. Results and action oriented
6. Good organizational skills and time management skills
7. Ability to organize and multi-task activities
8. Ability to delegate and follow-up
9. Ability to communicate effectively
10. Profit driven – seeks ways to cut costs and improve efficiency
11. Effective problem solving skills, ability to handle adversity
12. Performs and demands excellent quality in work
13. Service and teamwork oriented
14. Customer centered and focused
15. Focus on learning and self development
16. Technically competent and skilled

### **Minimum Qualifications & Educational Requirements**

1. High school diploma or equivalent.
2. Ability to speak and understand the Spanish language.
3. Knowledge of computer applications (Microsoft Office Suite, desired).
4. Must be able to perform physical labor for prolonged periods of time in a wide range of climatic conditions including extremes of heat and cold.
5. Must be able to lift and carry objects 40 to 88 pounds.
6. Must have current driver's license and good driving record.
7. Mechanical aptitude.
8. Ability to drive a truck with manual transmission; pull and back trailer.

### **Extraordinary Work Conditions**

1. Must maintain regular and reliable attendance at a level acceptable to the company, including the ability to work overtime, holidays, evenings or weekends as necessary.
2. Position requires extended work hours and flexibility in scheduling; including weekends as needed.
3. Must be able to report to work by 7:00 a.m.

4. Work is performed outdoors away from amenities. Work may be performed in all types of adverse weather conditions, including extremes of heat and cold.

**Equipment/Machinery Used:**

1. Personal Computer
2. Small tools (shovels, pruner, shears, etc.)
3. Hedge trimmer
4. Spraying equipment (hand can)
5. Specialized safety equipment
6. Rotary self-propelled mowers, 21-60" wide
7. Power blowers
8. Line trimmers
9. Edging equipment
10. Other equipment as needed

*Additional Detail of Position Responsibilities - Per TLS, these should not be included as part of the official job description. Were requested at one time and have kept here as a matter of record.*

### **Seasonal Responsibilities**

- Provide field estimates for landscape maintenance and snow proposals.
- Source and purchase necessary materials. Work with suppliers to ensure that best pricing and quality standards are met.
- Check in, verify, and approve deliveries.

### **Daily Responsibilities**

- Daily uniform check out.
- CLIP sheets prepared and ready for crews every morning.
- Check every morning to be sure equipment is ready.
- Follow up with mechanics on equipment issues.
- Meet with crewleaders to make sure they have everything they need: equipment, fuel, oil, etc.,
- Quality control of properties-check jobs, follow crews on jobs or check properties after they are done.
- Communicate with crews. Provide direction to mow crews and give help if needed.
- Work with other departments for staff coverage and for issues such as breakdowns, too windy for chemical applications, etc.)
- Direct crews for utility, flowers.
- Plan and implement production schedules to ensure mowing and utility services are rendered on a timely basis and as per contract.
- Coordinate work orders, site plans, and materials for each job and crew. Verify proper equipment and materials are loaded for each job.
- Review paperwork turned in by staff. Provide clarification and follow up with CLIP coordinator
- Check out/collect tools and equipment.

### **Weekly Responsibilities**

- Code timecards
- Closing night
- Distribute paychecks
- Call for dumpster pick up
- Walk the yard for clean up. Identify who needs to attend to what.
- Attend weekly production meetings
- Weekly Parts Inventory
- Purchase parts as needed
- Perform small equipment repairs