



Job Description – Production Supervisor (IPM, Sprinkler Service)

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

Purpose and Description

Position is responsible for supervising and managing all operations related to commercial and residential pest/weed management, sprinkler service functions and chemical application 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/Duties

- Manages and schedules labor, equipment and material to accomplish production schedules within established budgets, for chemical, IPM and sprinkler services. Maintains strict adherence to established schedules and budgets.
- Consults with Production Manager and/or Account Manager to understand contract specifications and ensures they are met and maintains customers complete satisfaction.
- Information Management to include verifying accurate and complete work orders and site plans.
- 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 daily jobs.
- Ensures all work is completed in adherence to safety policies and guidelines. Conducts weekly safety training and safety inspections on job-sites.
- 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.
- Maintains required government records, licenses etc. related to the application, use and storage of chemicals. Maintains list of individual licenses including Certificated Pesticide Applicators, Registered Chemical Technicians and Certified Backflow Technicians, tracks expiration, renewals and ongoing education requirements.
- Ensures proper storage and handling of all chemicals within assigned area.
- Train employees in proper chemical application practices including mixing, transporting, MSDS, safety, use of protective equipment and correct procedures and techniques.
- Monitor for pests and disease during prime conditions and life cycles.
- Maintains proper inventory of assigned materials, equipment and other supplies are on hand to complete mowing production activities.

- Order materials, equipment and supplies as needed within purchasing limits.
- Supervise employees, keeping attendance records, enforcing proper uniform and safety equipment use, and approving time cards.
- Overall human resource management of chemical and sprinkler field staff. Including hiring, firing and disciplinary issues, training, coaching, mentoring and developing staff to reach potential and established goals for the individual and department. Identify and develop Crew Leaders.
- Maintains sufficient staff to accomplish production schedules. Provides input in analyzing and forecasting future needs of staff and material needs to complete future jobs.
- Conducts timely performance reviews of direct reports and take corrective actions when appropriate.
- Coordinate the use of labor, equipment, materials and other resources with other divisions as needed.
- Obtain utility locates on needed properties 48 hours prior to beginning a work. Update as needed.
- Responsible for the overall quality assurance/quality control of chemical and irrigation services, including turf health, pest management and aesthetics, provided to all properties.
- Visit job sites on a regular basis, observing organization of work, identifying and resolving training issues, and taking necessary actions to correct problems, improve quality and ensure customer satisfaction.
- Participate in actual field production work as needed.
- Monitors job costs weekly and immediately reports to Production Manager any jobs deviating from budgets of time, schedule, cost or any other factor so appropriate adjustments can be made to maximize end result.
- Makes recommendation regarding qualifying or disqualifying warranty work. Coordinates completion of warranty work per contract and/or instructions on Production Manager.
- Provides technical information for customers, to support sales efforts with potential customers and personnel throughout the company.
- Maintain a high level of good housekeeping and care of company assets in the field, vehicles, shop, field offices and customer work-sites.
- Stay aware of Best Practices. Develop and recommend improved work methods and standards. Research new product lines related to pest management and irrigation.
- Other duties as assigned.

Key Performance Metrics

Revenue growth
 Profitability
 Employee retention
 Retention of contracts and customers
 Performance to budget
 Safety record

Pivotal Duties

Oversee to ensure safe operation
 Manage and ensure employee education, training and development
 Manage dedicated work teams

Manage to ensure job quality
Manage Landscape Life Cycle Management
Manage Irrigation Life Cycle Management
Understand contractual obligations and specifications
Manage and track warranty work
Ensure budget compliance
Oversee project enhancement and upgrades
Oversee to ensure administrative field reporting
Support sales and marketing initiatives
Stay on the bid list and harvest referrals
Manage personal effectiveness
Delegate non-essentials
Be the third eye
Respect the customer's schedule

Success Behaviors

- Excellent leadership skills
- Ability to inspire top tier performance
- Ability to build effective work teams
- Self-starter and demonstrates initiative
- Results and action oriented
- Excellent organizational skills and time management skills
- Ability to organize and multi-task activities
- Ability to delegate and follow-up
- Excellent written and verbal communication skills
- Profit driven – seeks ways to cut costs and improve efficiency
- Effective problem solving skills
- Performs and demands excellent quality in work
- Service and teamwork oriented
- Customer centered and focused
- Focus on learning and self development
- Technically competent and skilled

Minimum Qualifications & Educational Requirements

- Bachelors degree
- Current Kansas Commercial and Ornamental Pesticide Applicator license.
- Knowledge of computer applications (Microsoft Office Suite, desired).
- Mechanical aptitude.
- Minimum 5 years management and supervisory experience in related field.
- Basic accounting knowledge and profit orientation.

Extraordinary Work Conditions

- 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.
- Must be capable of working outdoors on job sites as needed.
- Limited travel as needed.

- 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.
- Must be able to lift and carry objects 40 to 88 pounds.
- Must have current driver's license and good driving record.

Equipment/Machinery Used:

- Computers and peripherals
- Multi-line telephone system
- All office equipment, copy machine, fax machine etc.
- Two-way radio
- Small tools (shovels, pruner, shears, etc.)
- Spraying equipment (hand can)
- Specialized safety equipment
- 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.

Daily Responsibilities

- Have CLIP routing assignments ready every morning. Route chemical and sprinkler crews.
- Make certain all equipment and supplies are ready first thing in the morning. Prepare all equipment needed for job site daily. Communicate any equipment problems in writing to Lead Mechanic.
- Meet with crew members to determine that they have what they need (equipment, supplies, materials, safety gear) and that they understand route for day.
- Ensure compliance of protective equipment usage.
- Coordinate work orders and materials for each job and crew.
- Check out / collect tools and equipment.
- Inventory control of all chemicals.
- Make changes as needed to scheduling board.
- Monitor weather conditions, i.e., wind
- Establish properties to be treated next-day: inventory chemicals, make needed purchases.
- Walk through properties inspecting for insects, disease damage, or cultural problems. Resolve problem or report problem to supervisor.
- Drive any needed properties for diagnosis and recommendations per account manager.
- Coordinate with other departments for maximum efficiency & staff coverage, i.e., mow crews versus chemical crews (cover for issues such as breakdowns, too windy for chemicals, etc.).
- Ensure proper paperwork is completed; verify accurate and complete work orders. Record activities and complete paperwork as required which may include quality control sheets, time sheets, work orders, and chemical logs.
- Submit purchase order records to CLIP Coordinator in a timely manner.
- Drive properties for diagnoses and recommendations per account manager.
- Establish properties for next day; inventory chemicals and make needed purchases.
- Estimate properties for LM Sales Representatives or Account Managers

Weekly Responsibilities

- Code timecards.
- Pass out paychecks.
- Attend LM Production and other meetings as directed.
- Walk the yard for clean up.
- Communicate with Nursery on potential pest problems.
- Repair small equipment
- Closing night
- Source and purchase chemical materials and maintain sprinkler parts inventory and other necessary materials. Work with suppliers to ensure that best pricing and quality standards are met.
- Check in, verify, and approve deliveries.
- Plan and implement production schedules to ensure chemical application services are provided on an effective and timely basis.

- Drive company truck to transport crew and equipment safely to and from job site.

As Needed

- Assist in mixing, training on new products.
- Help hort services with chemical and equipment.
- Help with chemical equipment issues.
- Check mail for license changes.
- Assist Mowing Coordinator with other areas.
- Price products i.e., mulch, chemicals, ice melt.
- Research products for alternative methods.
- Update records, i.e., employee turnover, new hires, training
- Provide equipment demonstration
- Assist office staff with field questions.
- Provide field estimates for landscape maintenance and snow proposals