



Job Description – Seasonal Color/Hort Services Coordinator

Division: Landscape Management **Number of Employees Supervised:** 1-6
Location: Greystone **Salary Range:** 6-7
Reports to: L/M Production Manager **E-Classification:** E5, E5E

Purpose and Description

This position is responsible for the overall quality of horticultural practices within the Landscape Management Division of Hermes Landscaping. Position ensures horticultural practice standards and quality controls are being maintained by inspecting properties and training staff. Also handles the daily operations of activities related to seasonal color services within the Landscape Management Division. Ensures work is performed to meet budget and quality standards and assures maximum use of personnel, equipment and materials. Position plays a lead role in the planning, coordinating and production activities regarding installation and maintenance of seasonal color beds and seasonal pots.

Responsibilities/Duties

1. Manages and schedules labor, equipment and material to accomplish seasonal color and horticultural service 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. Designs seasonal color beds and seasonal potted displays.
4. Information Management to include verifying accurate and complete work orders and site plans.
5. 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
6. Ensures all work is completed in adherence to safety policies and guidelines. Conducts weekly safety training and safety inspections on job-sites.
7. 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.
8. Maintains proper inventory of assigned materials, equipment and other supplies are on hand to complete mowing production activities.
9. Order materials, equipment and supplies as needed within purchasing limits.
10. Sources and secures vendors for seasonal color materials, annuals, pots etc. Obtains assurances for quality of material, timely delivery of material. Negotiates for best price and terms.
11. Supervise employees, keeping attendance records, enforcing proper uniform and safety equipment use, and approving time cards.

Seasonal Color/Hort Services Coordinator

12. Overall human resource management of assigned 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.
13. Maintains sufficient staff to accomplish production schedules. Provides input in analyzing and forecasting future needs of staff and material needs to complete future jobs.
14. Conducts timely performance reviews of direct reports and take corrective actions when appropriate. May obtain assistance from Production Manager.
15. Coordinate the use of labor, equipment, materials and other resources with other divisions as needed.
16. Obtain utility locates on needed properties 48 hours prior to beginning a work. Update as needed.
17. Responsible for the overall quality assurance/quality control of seasonal color and horticultural services, including turf health and aesthetics, provided to all properties. Drive/check properties regularly and make improvements where needed.
18. Visit job sites on a regular basis, observing organization of work, identifying and resolving training issues, and taking necessary actions to ensure quality.
19. Participate in actual field production work as needed.
20. Maintains costs within all assigned budgets.
21. 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.
22. Makes recommendation regarding qualifying or disqualifying warranty work. Coordinates completion of warranty work per contract and/or instructions on Division Manager.
23. Maintain a high level of good housekeeping and care of company assets in the field, vehicles, shop, field offices and customer work-sites.
24. 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
7. Quality of design

Pivotal Duties

1. To coordinate and manage all seasonal color/horticultural 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. Bachelor Degree in Horticulture and/or 5-10 years directly relevant experience.
2. 2-3 years supervisory experience
3. Knowledge of computer applications (Microsoft Office Suite, desired).
4. Strong knowledge of annuals and seasonal color displays.
5. Current drivers license.

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. Must be capable of inspecting job sites and nursery holding and production areas.
3. Must be capable of working long hours during peak season (Spring – Fall)

Equipment/Machinery Used:

1. Computers and peripherals
2. Multi-line telephone system
3. Copy Machine
4. Two-way radio
5. Truck with manual transmission
6. 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.
- Develop designs and design concepts for seasonal color for all maintenance accounts in conjunction with design staff.
- Source and purchase plant material and other necessary materials (mulch, fertilizers etc.) for seasonal color beds. Work with suppliers to ensure quality standards are met which includes site visits.
- Coordinate weekly deliveries with growers. Check in, verify, and approve deliveries.
- Verify accurate and complete work orders and site plans.
- Plan and implement production schedules to ensure installation of seasonal color beds on a timely basis. Coordinate scheduling of installations.
- Participate in actual field production work as required. Pick up and deliver plant materials when necessary.
- Maintain hoop house and trial beds.
- Evaluate plant material in trial beds.
- Train all field staff under supervision in proper bed preparation, flower installation, and maintenance.
- Coordinate bed maintenance program.

Daily Responsibilities

- Daily uniform check-out.
- CLIP sheets prepared and ready for crews every morning
- Provide direction to horticulture staff and give help if needed.
- Influence positive attitude of staff through effective use of management and interpersonal skills.
- Quality control of properties where horticulture services are provided. Conduct on-site inspections of properties to ensure quality standards are being met and the integrity of the design is maintained.
- Coordinate work orders, site plans, and materials for each job and crew. Verify proper quantities of materials are loaded for each job.
- Check out / collect tools and equipment.

Weekly Responsibilities

- Coordinate work of Horticulture Services with other areas of the Company.
- Attend and participate in meetings as directed.

- Inventory control of plant material, mounding mix, soil amendments and mulch.