

ENHANCEMENT and SERVICE MANAGER

Objective: *To successfully supervise and manage Enhancement and Irrigation Service work in the Salem market.*

Responsibilities:

- Assists scheduler with coordinating all Enhancement and Irrigation Service work and associated equipment, manpower, and necessary materials.
- Strong command of irrigation systems, lighting, pumping systems, hardscapes, plant material, etc. necessary to the position.
- Coordinates associated equipment, manpower, and procures necessary materials.
- Responsible for financial management and profitability goals of department: Interpretation and management of monthly P&L statements, job cost reports, capital expenditures, and small tool budgets.
- Ensures profitability goals are met for all assigned work.
- Responsible for crew's preparation, layout and clear understanding of scope of work and budgeted time.
- Monitors crew's workmanship for quality and safety.
- Active in ensuring safety of crews and meeting our zero accidents goal. Promotes a safe work environment.
- Involvement in morning stretching program.
- Active with in-house training program and reinforces with on-site follow up with crews.
- Ensures equipment and tool inventories are used efficiently, maintained properly and monitored for loss, theft or damage. Trains all new Enhancement crew employees through the 90 day orientation period.
- Evaluates new employees during 90 day orientation period to determine fit for Enhancement team.
- Understands, supports, and enforces all company policies.
- Ensures staff keeps necessary certifications and licenses current
- Ensures that accurate pesticide records are maintained as required by the State of Oregon
- Coordinates all communication with clients once the job is sold including scheduling, scope of work changes and concerns. Communication should be coordinated with Account Manager if work is for an existing maintenance client.
- Anticipates customer problems and concerns and takes action to meet and exceed customer expectations.

Other:

- Maintains a professional image.
- Demonstrates a passion for excellence in every aspect of work; strong attention to detail.
- Maintains open communication with clients.
- Role model for team members (leads by example).
- Team-oriented.
- Self motivated.

Requirements:

- Minimum five (5) years of progressively responsible experience in the landscape industry.
- Excellent understanding of plant identification, irrigation system repairs and installation, hardscape installation, proper pruning practices, fertilization, pest control, and proper lawn renovation practices.
- BS in horticulture or related field of study preferred.
- Landscape or Irrigation certifications preferred.
- English/Spanish bilingual preferred.