

Lawn Care Supervisor

Heferle's Landscaping LLC delivers our clients stellar, personal service throughout the entirety of our relationship. We strive to provide our clients the best possible process leading to only the best finished product. Clients are our livelihood. And their satisfaction, is our mission. If they have an idea, we have a solution.

If you are excited by our mission, and want to be a part of our team, we would love to learn more about you! Go ahead and apply today!

Summary Description:

The Lawn Care Supervisor works in the field (on our clients' properties), performing lawn care services, providing customer service, selling lawn care services, and managing production, equipment, and operations for lawn care. Reports to the Vice President of Operations.

Specific Responsibilities:

Primary responsibility is the management of production, operations of lawn care.

- *Service work:* Performs lawn care service work including aerations, dethatching, seeding, mowing, weed whacking, leaf blowing, and hedge trimming.
- *Scheduling & managing:* Follows lawn care route for service and production needs, organizing necessary materials and equipment. Must work hours needed to achieve production, including working Saturdays as required during peak season or to as requested by Managers.
- *Customer service:* Completes services in order to achieve 100% client satisfaction.
- *Vehicles & equipment:* Uses and maintains vehicles and equipment in a safe, appropriate fashion; promptly reports any defects or damage.
- *Supervisor responsibility:* Coaches and trains others on the Lawn Care Team in actual day-to-day methods, leveraging knowledge and experience to assist lawn care technicians in production, sales, and/or customer service functions, as required.
- *Other:* Assists Vice President of Operations with other assigned duties, as requested.

Areas of responsibility include:

- Manage productivity – time and materials
- Mapping/zones
- Train lawn care technicians
- Oversee daily production and performance, update training as needed
- Customer service
- Manage materials inventory
- Clean/ organize storage area

Equipment

- Manage and inventory all equipment including mowers, weed whackers, leaf blowers, hedge trimmers, dethatchers, mower blades, measuring wheels, spreaders, spray wands, hoses, back packs, soil probes, covers & screens, pH meters, tools, gloves, boots aerators, new purchases, spill kits
- Repairs & Maintenance of all vehicles and equipment

Performance Measures:

- *Service work:*
 - Completes all tasks assigned to specified quality levels by agreed upon deadlines.
 - Meets or exceeds specified performance goals for assigned tasks.
- *Scheduling & managing:*
 - Efficiently follows route and time to complete work as scheduled in a timely manner.
- *Customer service:*
 - Meets or exceeds standards for good customer service.
- *Vehicles & equipment:*
 - Meets or exceeds standards for safe, proper use of vehicles and equipment.
 - Reports all defects or damage to vehicles or equipment within 24 hours.
- *Management role:*
 - Succeeds in helping to develop successful lawn care team, capable of independently organizing and completing regular work. Accomplishes projects and daily requirements outlined in Supervisor responsibilities.
- *Other:*
 - Completes all additional tasks assigned to specified quality levels by agreed upon deadlines.

Physical Requirements:

- Must be able to stand and work for 8-12 hours per day.
- Must be able to walk, bend, crouch, stoop, dig, and rake.
- Must be able to lift and carry up to 100 pounds.
- Must be able to legally operate vehicles and lawn care equipment.
- Must have a valid driver's license
- Must be able to communicate effectively both verbally and in writing with clients and co-workers, in person and on the telephone.
- Must be well-groomed.
- Must be able to pass examination for and maintain a pesticide license.

Compensation:

- \$16+/hour

Schedule:

- Start date: April 4th, 2022
- Full-time; weather dependent
- Monday-Friday
- 7:30am-4:30pm
- Saturday as needed
- Overtime as needed

This position will undergo a criminal background test, a drug test, and a motor vehicle report.

Heferle's Landscaping LLC is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on race, religion, creed, national origin or ancestry, sex, age, physical or mental disability or any other characteristic protected by

federal, state or local law. Applicants with disabilities may be entitled to reasonable accommodation under the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a change in the way things are normally done which will ensure an equal employment opportunity without imposing an undue hardship on Heferle's Landscaping LLC. Please inform Vice President of Human Resources at finance@heferleslandscaping.com if you require assistance completing this application or to otherwise participate in the application process.