

# Property & Service Superintendent

**FLSA Status:** Varies  
**Company:** Jay-Crew  
**Reports To:** Operations Manager



## **COMPANY OVERVIEW**

Founded in 1996 and with offices in Indianapolis and Muncie, Jay-Crew provides full-service maintenance including Mowing, Landscape Maintenance, Landscape Enhancements, Lawn Care, Irrigation, and Snow Removal for commercial clients. Jay-Crew serves entities such as Industrial Properties, Office Complexes, Homeowner Associations, Retail Locations, Apartment Complexes, and Health Care Facilities. Our mission is to build lasting impressions through remarkable service on every project with a vision of being the most trusted landscape company by the clients we serve. Each decision we make is shaped by our values of Honesty, Pride, and Professionalism.

## **POSITION SUMMARY**

The Property & Service Superintendent works directly with Jay-Crew clients to ensure their commercial property always look their best. They direct and coordinate scheduled requirements of workers (foremen and crews), establish quality control measures, ensure a high-level of service to customer relations, meet budget standards, oversee use of equipment and materials, and assist personnel in carrying out their responsibilities as needed.

## **OBJECTIVES**

### **1. Client Service**

In business for nearly two decades, we have loyal clients who we service and renew annually. Client retention is a key factor in succeeding in this role. Strong communication and relationship development skills are a must.

### **2. Leadership / Problem Solving**

The Property & Service Superintendent must be able to communicate clearly with a wide range of people, including clients and crews. It is crucial that the person in this role be able to identify problems and resolve them in a timely and appropriate manner.

### **3. Project Management**

The individual in this role should be able to manage multiple tasks and demands, as well as prioritize and plan work in a way that maximizes efficiency. Follow-through on pending items will be critical to ensure timely completion of jobs.

## **EDUCATION & EXPERIENCE NEEDED**

- Required – High School diploma or equivalent
- Preferred – 2 or 4 year Landscape related degree; or equivalent industry experience with or without a college degree
- Required – Minimum of 2 years' hands-on field experience, with one of those years providing supervisory experience.

## **KNOWLEDGE & SKILLS NEEDED**

- Strong communication skills
- Must be able to drive
- Must be able to walk and stand for an extended period
- Accurate and timely completion of paperwork

## **SUPERVISORY RESPONSIBILITIES**

- Crew Foremen and Crew Members

## **PRIMARY RESPONSIBILITIES**

- Responsible for hiring, training, monitoring, evaluating, disciplining, and terminating any employees under their supervision as is appropriate
- Creates and motivates an efficient workforce to meet deadlines as assigned through contract deliverables
- Maintains costs within assigned budgets
- Maintains a safe working environment with the assistance of the company's Safety Manager, as well as conducting regular safety training
- Assist Foremen in carrying out duties as needed
- Provides technical information for inquiring customers, potential customers and field personnel, as well as coordinate efforts with the Relationship Managers to take advantage of upsell opportunities
- Performs regular worksite inspections to ensure standards of quality
- Develop and recommend improved work methods and standards
- Responsible for payroll documentation and production posting
- Responsible for material purchasing and inventory control
- Responsible for asset inventory control and ensuring proper care of company vehicles and equipment
- Performs all other duties as assigned

## **PHYSICAL REQUIREMENT OF THE POSITION**

While performing the duties of this job, the employee is regularly required to stand, walk, crouch, stoop or kneel; reach with hands and arms; talk and hear. The employee must regularly lift and move up to 80 pounds. Specific vision abilities required by this job are dictated by the Indiana Driver's License requirements.

## **MENTAL REQUIREMENTS OF THE POSITION**

Must understand vague and implicit instructions and react favorably in all work situations; must be mentally adaptable and flexible in dealing with a variety of people. Employee must be knowledgeable in office procedures and customer service and be able to answer questions in a professional and friendly manner.

## **WORKING CONDITIONS**

Typical work week requires 40-50 hours. Position requires additional hours when necessary to complete special projects or to respond to client requests. This role includes traveling within a prescribed market area and includes work outside.

## **COMPENSATION**

This position is full-time, and compensation includes a competitive salary and benefits plan.

The specific statements shown in each section of this description are not intended to be all-inclusive; they represent typical elements and criteria necessary to perform the duties of the job successfully. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin. We are also an equal opportunity employer of individuals with disabilities and protected veterans.

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT**