

Operations Manager

FLSA Status: Full-Time Exempt
Company: Jay-Crew Landscape, Inc.
Reports To: Account 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, Professionalism, and Safety.

POSITION SUMMARY

Directs and coordinates scheduled requirements of workers (foremen and crews), establishes quality control, ensures a high level of service to customer relations, meets budget standards, oversees use of equipment and materials, and assists personnel as needed in carrying out their responsibilities.

OBJECTIVES

1. Team Leadership

- Hire, train, monitor, evaluate, and discipline direct reports
- Motivates an efficient workforce to accomplish schedules as assigned through contract deliverables
- Payroll documentation and production posting
- Maintain a safe working environment with the assistance of the company's safety manager
- Conduct regular safety training and assist foremen in carrying out duties as needed

2. Project Management

- Material purchasing and inventory control
- Maintain costs within assigned budgets
- Asset inventory control including proper care of company vehicles and equipment
- Perform regular work site inspections to ensure standards of quality
- Develop and recommend improved work methods and standards

3. Client Service

- Provide technical information for inquiring customers, potential customers, and field personnel
- Identify upsell opportunities at assigned properties in conjunction with Relationship Manager

EDUCATION & EXPERIENCE NEEDED

- Required – High School Diploma or Equivalent
- Preferred – Associate or Bachelor's Degree in Landscape Related Field
- Preferred – Prior experience in commercial and/or residential landscaping
- Required - 2 years of hands-on field experience with 1 of those years having supervisory experience

KNOWLEDGE & SKILLS NEEDED

- Communicate clearly with a wide range of people, including clients and crews
- Identify problems and resolve them in a timely and appropriate manner
- Ability to manage multiple tasks and prioritize and plan work to maximize efficiency
- Follow through on pending items to ensure timely completion
- Complete paperwork accurately and timely

SUPERVISORY RESPONSIBILITIES

The Operations Manager will directly supervise foreman and crew.

PHYSICAL REQUIREMENT OF THE POSITION

The key physical requirements of this position includes the ability to travel regularly by vehicle, walk and stand for an extended period of time, lift up to 40 pounds, use of standard office equipment including computers, work outside, and movement within a standard office

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 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 successfully perform the duties of the job. 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