

Operations Manager

FLSA Status: Full-Time Non-Exempt
Company: Jay-Crew Landscape, Inc.
Reports To: Sr. 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 Operations Manager is responsible for supporting the Sr. Operations Manager in day to day aspects of administrative, training, and communication of Foreman and Crew Members in connection with commercial projects for our clients in and around our Indianapolis locations. The Operations Manager ensures a high-level of service to customers, maintains budgets for time and materials, oversees the use of equipment and materials, and assists personnel as needed. The Operations Manager must have a strong work ethic, excellent communication skills, proficient computer skills in Microsoft Office products, and be well organized.

OBJECTIVES

1. Administrative

The Operations Manager is critical to maintaining an efficient workforce and in turn, excellent client relationships. They are responsible for directing and coordinating scheduling requirements of foreman and crew members, all aspects of communication with foreman and crews, to ensure the client's expectations are met on each and every project.

2. Client Service

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

EDUCATION & EXPERIENCE NEEDED

- Required – High School Degree or equivalent
- Required – Valid Driver's License
- Minimum of two years of hands-on field experience and one-year supervisory experience
- Preferred – Associates or Bachelors degree
- Preferred – Bi-lingual (Spanish & English)

KNOWLEDGE & SKILLS NEEDED

- Excellent communication skills capable of clearly communicating with a wide range of people including Foreman and Crew Members
- Able to identify problems and resolve them in a timely and appropriate manner
- Must have good time management skills and the ability to manage multiple tasks and demands
- Must be able to prioritize and plan work to maximize efficiency
- Follow-through on pending items to ensure timely completion
- Complete paperwork accurately and timely
- Must be adaptable and flexible in dealing with a wide variety of people
- Must be proficient in Microsoft Office products required.
- Experience using Aspire preferred

PRIMARY DUTIES AND RESPONSIBILITIES

- Weekly Property Visits for all assigned properties
- Training
 - Weekly training for crew/foreman meeting (when assigned by Sr. Ops. Manager)
 - Training of foreman/crew members on site
 - Training of new crew members
- Sit in on all semi-annual one-on-one meetings with all foreman and crew members
- Plant/Material Pick-Ups
- Coordination of any break downs with crews during the day
- Coordination of all communication with foreman and crews, including
 - All PTO requests
 - All daily scheduling needs – (coming in late/off early)
 - Rain delay communication
- Running materials/supplies to crews during the day
- Checking/completing work tickets in Aspire for all crews
- Snow Captain duties in winter

SUPERVISORY RESPONSIBILITIES

Responsible for overseeing Foreman and Crew Members

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 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 wage 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