

Maintenance Specialist

Primary Objectives:

When landscape projects are complete, you know that the long-term health and beauty of an outdoor environment is only possible through regular, high-quality maintenance. And the best maintenance service comes only from knowledgeable, hardworking landscape maintenance professionals.

The Maintenance Specialist delivers landscape maintenance services for business, properties, and homes that includes exceptional lawn care, garden care, enhancements, and irrigation with a reliable, well-managed, and successful crew. This position is a trainer of horticulture, landscape, and irrigation installations and best practices. This role serves as the sales and development of the maintenance department to achieve ongoing, profitable growth.

Responsibilities:

Customer Services

- Through clear and regular communication, develop strong relationships with property owners, property managers, municipalities, and other clients to build trust, grow loyalty, and strive to exceed client expectations.
- Develop and present accurate estimates and contract documents. Ensure timely follow-up on estimates and thank clients for the opportunity to be involved with maintenance needs.
- Proactively propose enhancements for current and new clients and seek new maintenance business for the company.

Maintenance Management

- Develop, implement, and manage schedules for lawn care (mowing, aeration, fertilization, weed control), garden care (weeding, pruning and deadheading), enhancements, and irrigation including daily coordination of crews and resources with construction and Garden Center departments.
- Daily use of a computer to ensure accurate and timely recording of job details, review of completed project invoices, and monitor work in progress status. Accurately track, monitor, and cost jobs to help meet company profitability goals of the company.
- Evaluate job costs weekly and immediately report to management any deviations or expected deviations from time, budget, schedule, cost or other factors so that appropriate and timely adjustments can be made to maximize results.

Personnel Management

- Work with minimal supervision to lead a team of 8-30 staff in an efficient, professional and productive manner, including time entry approvals.

- Train, coach, and lead the development of enhancement team staff on landscape installation and maintenance best practices and company standards.
- Partner with human resources for the successful onboarding, training, and mentoring of new crew members to improve retention and employee engagement.

Operational Expectations

- Meet profitability goals through proper planning of weekly and monthly operations including material and supplies ordering, inventory maintenance, and crew member management.
- Schedule and procure equipment and materials needed for the efficient and effective daily operation of each project based on budget and timeline commitment. For all contracted services, ensure services are timely and contractors are committed to company's quality of excellence.
- Strive to promote growth, efficiency, and professionalism of department and overall company by maintaining knowledge of industry trends, capturing additional market growth, maintaining positive relationships with industry partners and vendors, and demonstrating a professional appearance and image at all times while representing the organization.

Qualifications:

- Bachelor's degree in Business, Horticulture, Landscape Maintenance, Forestry, Turf Grass or related field and/or a minimum of four years' landscape maintenance experience instead of degree.
- Knowledge of industry basics, such as but not exclusively, landscape construction, irrigation systems, blueprints, and equipment utilization
- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations.
- Proficiency in Microsoft Office: Outlook, Word and Excel. Knowledge and ability to become proficient at LMN Time & Estimating, ACT database (a customer relationship database), and QuickBooks. Knowledge of AutoCAD is a plus.
- Self-motivated individual with the ability to set their own personal and professional goals.
- Must possess and maintain a valid Colorado driver's license with a clean driving record.
- CPR/First Aid Certified *a plus*.
- Must pass background check consisting of employment history, personal/professional references, criminal record and drug screening.
- Bilingual in English and Spanish, *highly desirable*.
- Certifications in landscape and garden maintenance and irrigation, *highly desirable*.
- Must be willing to do things outside of your job description. All team members help and support other departments when necessary.
- Ability to prioritize job duties and multi-task in a fast-paced environment.

Physical Demands and Work Environment:

- Ability to lift or move 50+ lbs. (2 persons lift over 50 lbs.)
- Frequent bending, twisting, reaching, crawling, stretching and standing, may at times be highly physical work.
- This job is an indoor/outdoor job which will require exposure to all weather conditions, dust, dirt, chemicals/solvents and odors.
- Personal protection equipment is provided and must be worn and must wear company approved uniform.

To apply for this job, please send you résumé to info@landscapetechnologygroup.com