

# Field Operations Manager

**Reports to:**  Owner  Administration

## Job Summary:

The Field Operations Manager is responsible for all aspects of field operations. The Field Operations Manager is in charge of Construction, Maintenance, Lawn Care, and Snow Management field work. The Field Operations Manager administers the operations facilities, field employees, projects and services, and field client relations. The goal of the Field Operations Manager is to manage field operations in a manner which maintains and enhances relationships, brand standards, and profitability and facilitates the realization of company goals.

## Key Qualities:

- High quality focus (customer service, performance and product, detail orientated)
- Strong leadership skills
- Strong organizational skills
- Strong time management skills
- Strong problem solving skills
- Strong work ethic
- Strong comprehension and communication skills (both verbal and written)
- Relationship building and enhancing skills
- Professional image
- Team oriented
- Positive attitude
- Responsibility, and dependability
- Ethics and integrity

## Job Duties:

- Manage field operations facilities:
  - includes structures, equipment, materials, and supplies.
  - maintain in a clean, organized, and secure condition.
  - maintain tools, equipment, and vehicles in good workable condition.
  - maintain facilities inventory (tools, equipment, materials, and supplies).
- Manage field employees:
  - Maintain qualified field personnel to fulfill contract obligations.
  - Recruit and hire.
  - Train field employees regarding policy and standard operating procedure, equipment operations, and construction and horticultural techniques.
  - Manage field employees to ensure safety and policy compliance, performance and product standards, and job satisfaction. Management tasks include motivation, review, advancement/ development, discipline, and termination.

- Communicate company goals and objectives.
- Manage field client relations:
  - Perform field customer service including, but not limited to addressing project changes, client concerns, and project/ product reviews.
  - Ensure client satisfaction; goal is to exceed client expectations.
- Manage ALL field operations:
  - Set-up and oversee field operations.
  - Ensure policy & procedure compliance.
  - Ensure product and performance standards.
  - Ensure contract fulfillment.
  - Ensure efficiency and productivity.
  - Ensure accurate, thorough, and timely documentation of all labor, equipment, and materials.
  - Perform field work as necessary to fulfill contracts, ensure quality and/ or productivity, and/ or manage personnel.
  - Manage subcontractors to ensure product and performance standards and contract fulfillment.
- Wear appropriate personal protective equipment at all times
- Complete and submit all required paperwork on a daily basis, including: daily time and service record forms, equipment daily inspection forms, attendance tracking, requests for time off, etc.
- Complete documents in an accurate, thorough, legible, and timely manner
- Ensure that all work activities are carried out in a safe and efficient manner, and that all crew members are in compliance with government and company PPE standards
- Comply with all company policies and regulations
- Work in accordance with all local health and safety laws and regulations
- Communicate with customers in a polite and courteous manner

### **Requirements:**

- Significant experience in the landscape/construction industry.
- Experience in management or leadership position.
- Horticultural & Construction expertise.
- Capable of operating required equipment and tools in a safe and responsible manner
- Effective comprehension and communication skills – must be able to carry out verbal instructions, read labels and signs, complete reports, report progress to foreman
- Knowledge of specific materials, methods, tools and equipment required to complete various landscape/construction practices
- Must possess a valid driver's license
- Must be able to pass a DOT medical exam license.
- MA hoisting license or ability to obtain
- Ability to lift a minimum of 50 lbs.

**Work Conditions:**

- Work near heavy equipment and other vehicles on a regular basis.
- Work outdoors in various conditions including heat and humidity, rain, dust, noise, and cold.

**Compensation:**

- Salary: commensurate with experience
- Health Insurance
- PTO
- IRA

**Schedule:**

- Full Time
- Year Round
- Variable schedule- expected 55 hr. weekly schedule during height of season, under 40 hr weekly during off season