



JOB DESCRIPTION: MAINTENANCE CREW LEADER

CLASSIFICATION PURPOSE

This non-exempt position is responsible for performing a variety of operational tasks involving horticulture, equipment operation, and site management; perform related work as required.

ESSENTIAL FUNCTIONS

The examples of functions listed in this job description are representative, but not necessarily exhaustive, of any one position in this job classification. Management may assign other functions not listed herein at its sole discretion.

- Leads a full work crew;
- conducts job site inspections;
- complete job site checklist;
- completes administrative duties (e.g., crew timecards, signs for plant delivery, equipment inventory, spray use reports, punch lists) on time;
- may drive a crew to and from work sites;
- demonstrates an independent understanding of routine maintenance procedures (e.g., cleaning, weeding, planting, watering, and plant knowledge);
- completes assignments within labor goals while ensuring all job quality performance expectations are met in accordance with company standards;
- ensures all employees attend the tailgate meetings;
- confirms all employees are operating safely at all times including reviewing potential traffic hazards;
- performs hard hat checks and safety gear checks;
- ensures trades conduct a hazard review and perform public safety checks;
- reports issues (e.g., irrigation, safety, equipment) to the Maintenance Manager;
- attends walk-throughs;
- performs grounds maintenance functions (e.g., raking leaves, sweeping sidewalks, and cleaning debris);
- clears ditches, digs holes, and performs handwork as necessary using a pick, shovel, or other hand tools (e.g., shovel, rake, broom, clippers);
- cleans canals, drains, and tree wells;
- operates light landscape equipment (e.g., 21" mower, 36" mower, 52" mower, 60" mower, 72" mower, ride-on and stand-up mowers, leaf blower, string trimmer, stick edger, edger, pruning shears, hedge trimmer);
- maintains tools and equipment;
- actively participates in safety meetings;
- role models PPE usage;
- conducts safety audits;
- plants vegetation effectively;
- uses assigned tools and equipment safely;
- reviews weekly work order reports and closes out completed jobs within five days;
- responds to customer requests within contract allowances;
- complies with all company policies and safety procedures;
- works effectively in a group;
- takes direction from Project Manager and follows instructions;
- communicates effectively with field staff;
- maintains lawns and planter beds;
- works efficiently to complete assigned tasks;
- may apply basic chemicals (e.g., fertilizer, Round Up, Fusillade) safely if they are certified;
- uses chemical application equipment (e.g., spray tank, belly grinder) safely; demonstrates proper horticultural practices; demonstrates basic knowledge of pests and diseases, and reports them to Project Manager;
- capable of visually identifying at least 25 plants by name;
- performs various types of pruning (e.g., hard pruning, natural pruning, formal pruning);
- properly prepares soil and installs annual color, plants, and trees;
- properly installs tree stakes and identifies unnecessary ones;
- performs Winter Service (e.g., snow clearing, winter watering, installations, pruning) as needed;
- provides excellent service (e.g., accurate, complete, and timely) to clients, work-site partners, and Company staff in a courteous and efficient manner.

COMPETENCIES

- **Safety:** Performs all job functions safely; complies with all safety policies, procedures, and standards (e.g., PPE, proper lifting, wears seat belt when in a vehicle or equipment); reports all safety-related incidents to supervisor immediately; attends all safety meetings.
- **Results Oriented:** Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost and quality; holds performance as more important than process; completes tasks as defined by production rates.
- **Field Operations Management:** Manages all materials at the job site (e.g., preparation, planting, clean-up); handles chemicals (e.g., fertilizer, containers, SDS) properly; monitors irrigation controllers; understands proper pest and weed control methods; completes appropriate paperwork (e.g., time cards, material requests).
- **Horticulture:** Pulls weeds, rakes leaves, sweeps sidewalks, and cleans debris; prunes shrubs and low trees; grooms color beds; clears ditches, digs holes, and uses hand tools effectively; cleans canals, drains, and tree wells; plants vegetation correctly; uses burlaps effectively.
- **Job Quality:** Understands the relationship between job quality and customer service, satisfaction, and retention; ensures landscape and horticulture quality standards are met for every job.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
- **Interpersonal Skills:** Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.

EDUCATION/EXPERIENCE

An example of the preferred education, training, and/or experience that demonstrates possession of the knowledge, skills, and competencies for this position includes: at least three (3) years of professional landscape and grounds maintenance experience similar to that described above.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the functions required by this job classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the functions of this job classification, on a case-by-case basis.

Frequently stand, walk, or crouch on narrow and/or slippery surfaces; stoop, kneel, bend to pick up or move objects; walk for long distances and on sloped ground and uneven surfaces; move, lift, and carry objects weighing up to 80 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

SPECIAL NOTES, LICENSES AND CERTIFICATIONS

Pre-employment: Incumbents must sign the Confidentiality, Non-disclosure, and Non-solicitation Agreement prior to their first day on the job.

License: Possession of a valid driver's license is required for the crew leader position. Failure to maintain license will result in demotion.

Language: Though not required, bilingual English and Spanish skills are desirable.

Certifications: No certifications are required of this position.

Working Conditions: Work is conducted outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates may be subject to a background investigation and/or drug test.

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

KEY PERFORMANCE INDICATORS

The Key Performance Indicators for this position will be specified at the time of appointment.

Reviewed and Signed By: _____

Date: _____