218: GreenUp Service Manager

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Section: Job Description

Subject: GreenUp Service Manager

Approved by: Adam Jones

Effective Date: 1 June 2009

Last Reviewed Date: 1 June 2009

Policy Owner: Director of Human Resources

Policy

Reports To: **General Manager**

Summary of Responsibilities

1. **Project a Quality Image**
   - Look and Act Professional
   - Ensure That Team Members, Vehicles, and Property Meets or Exceeds Company Standards.
2. **Provide Great Service**
   - Guarantee Production Standards Are Met and Quality Service is Delivered
   - Satisfy Every Customer
3. **Train & Develop People**
   - Assure Personal and Professional Growth
   - Oversee All Technical Training
   - Recruit High Quality Team Members
4. **Grow Your Business**
   - Keep Your Current Customers

- Actively Pursue All Sales Opportunities

Job Functions & Duties

1. **Project a Quality Image**
    1. Maintain an exceptional personal image.
    2. Evaluate Specialists daily and ensure their dress complies with company standards and that their appearance is neat and well groomed.
    3. Maintain the facility, vehicles and equipment at or above company image standards.
    4. Maintain a positive attitude and behave in a manner that promotes a positive work environment.

2. **Provide Great Service**
    1. Learn and comply with Company philosophies, service policies and protocols, and minimum daily production standards.
    2. Organize, schedule and assign all work in accordance with production standards.
        1. Organize service routes to maximize service time and minimize drive time.
        2. Ensure each Team Member is assigned and completes a full day of production everyday.
        3. Update and optimize routes on a regular basis to maximize efficiency.
        4. Ensure that all past due balances are collected in accordance with Company Policies.
            1. Ensure that service technicians are making every effort to collect monies at the time of service.
            2. Manage technicians collection activity to ensure that past due balances are called and collected every week.

    3. Verify the quantity and quality of work completed.
        1. Perform daily check-ins for every Team Member to ensure that the work performed meets the requirements of the service protocols and that all assigned is completed or rescheduled as needed.
        2. Perform monthly in-field quality assurance visits and inspections for each Technician.

4. Ensure that every customer service complaint is handled in accordance with company policy.
    1. Respond the same day received and if possible resolve the complaint that day.
    2. Ensure that all customer complaints are resolved within 24 hours or at the convenience of the customer.
5. Control and record the issuance of materials and supplies.
    1. Ensure that materials are use, transported, stored, and secured according to Federal, State, and local regulations and in compliance with Company policy.
    2. Ensure that materials and supplies are issued and used in accordance with the operational service protocols.
6. Investigate, assess and follow up on all claims as required.
    1. Document the findings on the required paperwork.
    2. Prepare appropriate reports for the General Manager.
    3. Schedule any necessary follow-up visits.
7. Foster a positive rapport and relationship with customers.

3. **Train & Develop People**
    1. Attend all required training and technical meetings.
    2. Teach Team Members and hold them accountable to Company policies and philosophies, daily standards, and service protocols.
    3. Ensure all Specialists attend required meetings.
    4. Teach and train Specialists in a classroom setting and in the field.
        1. Conduct on-the-job technical training.
        2. Perform safety training sessions.
        3. Maintain training files on all Specialists. Assure training records are kept in accordance with company policies and State and Federal regulations (OSHA, DOT, EPA, DACS, etc.)
    5. Ensure all Specialists obtain Company Certification in accordance with Company policy.
    6. Provide weekly training to keep all Team Members up to date on new techniques, materials and procedures to assure effective and efficient service and

7. Total Customer Satisfaction.
8. Assist the General Manager with recruiting, interviewing, hiring and developing Team Members.

4. **Grow Your Business**
    1. Contact ALL cancellations the same day they are received. Make every attempt to provide Total Customer Satisfaction.
    2. Ensure that sales and creative lead requirements for all Specialists meet or exceed Company standards.
    3. Follow up on all creative and office leads as appropriate.
    4. Participate in public relations and promotional efforts as required.

Required Experience, Education, & Skills

1. High School degree or equivalent experience
2. Ability to obtain required driver's license and maintain a company-approved driving record
3. Problem solving and diagnostic skills
4. Company provided supervisory training
5. Proven ability to lead, direct and motivate personnel
6. Ability to obtain certification and/or licensing by Federal, State, or local agencies as needed
7. Time management and organizational skills
8. Written and oral communication skills
9. Basic arithmetic skills
10. Prior supervisory experience preferred
11. Prior experience in the lawn care or landscape industry preferred

Typical Physical & Mental Demands

1. Constant (67-100% of the time) walking, crawling, bending, kneeling, pushing, pulling, reaching, stooping and stretching and occasional (0-30% of the time) lifting (up to 50lbs)
2. The ability to move freely about the office building and between customer locations
3. Corrected vision and hearing within normal range

4. The ability and stamina to work long hours exposed to temperature extremes

Typical Working Conditions

This job requires constant contact with the public and other Team Members. Work is usually performed outdoors and in/on customer property. Specialists may be exposed to rain, hail, winds, dirt, cement, grass, shrubs, trees, etc. as well as industry products during the normal course of conducting business..

Special Equipment

The ideal candidate must possess the ability to operate and trouble-shoot lawn and tree/shrub equipment including, but not limited to, backpack applicators, spreaders, shovels, truck equipment and other industry equipment.

THIS DESCRIPTION MAY NOT BE ALL INCLUSIVE AND TEAM MEMBERS ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTIONS AND DUTIES MAY BE MODIFIED WHENEVER DEEMED APPROPRIATE BY MANAGEMENT.

My signature below is acknowledgement that I have read and understand the job functions and duties of this position as outlined in the job description.

Team Member’s Name (Print) _____ Date_____

Team Member’s Signature_____ Date_____

Manager’s Signature_____ Date_____

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