



Job Description: Operations Supervisor

Reports To: General Manager

Role: This important position is focused on logistics, work order implementation, efficient use of company resources and enhancing the client/team experience. A focus on safe work practices and the Company Health and Safety policies and procedures is paramount. Our Operations Supervisor is adaptive, taking unforeseen changes into stride with effective outcomes. The incumbent is involved in team recruiting, hiring, training, and motivation throughout the work season.

Responsibilities:

- Adaptive schedule focus: Monthly, Weekly, Daily
- Ensures accurate labour and field materials reports are online daily (LMN)
- Communicates client/team requests for new and additional work to Sales
- Accurately signs off/allocates materials to projects
- Verifies Time and Materials billing for A/R
- Uses job cost data to inform scheduling per project budget
- Proactively allocates company resources (equipment and people) balanced with weather and high-level knowledge of client commitments
- Proactive ordering and mobilization of materials and rental equipment
- Ensures technical quality control and pace of work meet or exceed expectations of clients and budgets.
- Follows fleet and equipment maintenance/service protocol and budgets
- Assigns and tracks Greenius training module completion and enforces other Health and Safety protocols/policies

Results:

Schedule / Budget

Project / contract profitability is maximized through careful planning and management
Effective allocation of all resources (people, equipment, materials, fleet)

Safety Training / Due Diligence / Greenius

Complete and successful management of the Company Health and Safety Program

Technical Quality Control

Brand management – high client retention – well represented brand

Absence of call-backs or quality related complaints

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Materials / Labour Tracking

All data required for customer invoicing is accessible and accurately completed on time
Effective purchasing and inventory management

Client Experience Management

Consistent service delivery, proactive communication and high level of perceived value by clients

Equipment / Fleet Management

Absence of preventable lost time of equipment / fleet resources

Skills, Qualifications, Personal Traits:

Skills:

Adept at understanding the nuances required for efficient and effective scheduling
Detail oriented and diligent with follow through
Excellent leadership and mentorship ability
High level of knowledge on professional horticultural and turf care practices
Able to operate and train others to operate all company equipment safely and effectively
Good communicator with empathy, accountability and fairness
Comfortable and proficient in multiple apps, software and the online environment.
Aligned with Company core values mission and vision

Qualifications:

Certification in horticulture (i.e. CLT, CLM, Apprenticeship, Diploma)
Post secondary education preferably in management
First Aid/CPR
G licence with clean abstract

Personal Traits:

Focused and Practical
Approachable and Amicable
Honest and Sincere
Confident and Respectful

Communication, Humour, Integrity, Expertise, Fairness

Our Mission: By combining the science of horticulture with expert practices, we're masters at having fun doing what we do best.

Our vision of success includes spaces which enhance our clients' outdoor enjoyment at home, along with profitable growth to fund our highest career and business potential.