



## JOB DESCRIPTION

**Job Title: Operations Manager**                      **Reports to: President / CEO**  
**Department: Landscape Maintenance**                      **Date: 4/2/2012**  
**Status: Exempt**                      **Salary Range:**

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### **POSITION SUMMARY:**

The primary role of the Operations Manager is to manage, direct and oversee all areas of operations for their respective district(s) of responsible. **Provide support, leadership, supervision and training for all field personnel, while maintaining the highest efficiency, safety, and production standards possible. Develop, maintain and service all client relationships in the most efficient and professional manner, to insure company policy for Quality and Performance. The Operations Manager is responsible for enhancement sales, account profitability, employee recruitment and retention, contract retention, crew performance to budget, client satisfaction, highest quality and accident free district.**

### **EXPERIENCE & TRAINING:**

The Operations Manager will have a Bachelor's degree in business, accounting or equivalent will have 3-5 years of related experience and experience in "hands-on" environment, ability to perform multiple tasks and meet critical deadlines. The Operations Manager will have QAL, CLT and be a certified arborist. The Operations Manager needs to have technical knowledge of commercial landscape maintenance practices. Operations Manager will be computer knowledgeable, possess a high level of proficiency with spreadsheet design, ability to analyze a variety of financial data. Good written, verbal and organizational skills and proficiency with Microsoft Office products, Internet and e-mail. The ability to organize, prioritize and allocate workload for optimum efficiency.

### **ESSENTIAL JOB FUNCTIONS:**

The duties listed below are examples of the work typically performed by an employee in this position:

#### **A. Performs job functions timely and efficiently.**

- Uphold and promote all standards of safety as described in Stay Green's policies and OSHA regulations. Immediate reporting of any employee injuries/liability claims to the Human Resources Department.
- Implement current company policy, systems and procedures of all Field Operations, Safety, Quality Control and Technical Training Programs.

**Stay Green Inc.**

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- Operations Manager responsible for the development of business within the district market area and management of Account Managers.
- Monitoring and holding all subordinates accountability to their duties and responsibilities and acceptable Stay Green performance levels including wearing appropriate uniform and PPE's for job functions and ensuring personal hygiene, keeping truck, yards and other work areas in good order.
- Responsibility for the district(s) P&Ls, develop district budget and marketing plans.
- Give approval of all estimates for work in the district.

**B. The customer service standards of the organization are reflected in daily work habits.**

- Complaints are researched and responded to within 48 hours unless possible to complete same day.
- Requests from other departments are responded to in a friendly and positive manner within 48 hours unless possible to complete same day.
- All co-workers and customers are treated courteously.

**C. Demonstrates behaviors, which are consistent with the Code of Conduct and aligned with the organization's mission, vision and shared values.**

- Reports promptly any suspected or potential violations to laws, regulations, procedures, policies and practices, and cooperates in investigations.
- Conducts all transactions in compliance with all company policies, procedures, standards and practices.

**D. Ensures that appearance and personal conduct are professional at all times.**

- Excellent attendance record and follows sick and rain day procedures.
- Wears appropriate uniform and PPE's for job functions and ensures personal hygiene, keep truck, yards and other work areas in good order.
- Works at maintaining a good rapport and a cooperative working relationship with customers and staff.
- Represents the organization in a positive and professional manner at all times.
- Maintains organizational and employee confidentiality at all times.

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**PHYSICAL REQUIREMENTS:**

The physical requirements described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position.

**Hearing:** Adequate to perform the essential functions of the job.

Speaking: Adequate to perform the essential functions of the job, such as clearly communicating with multiple personnel.

**Vision:** Normal visual acuity.

**Other:** Must be able to prioritize; have cognitive reasoning and problem-solving ability.

<p><b>Lifting up to:</b></p> <input type="checkbox"/> 5 lbs. <input type="checkbox"/> 20 lbs. <input type="checkbox"/> 40 lbs. <input checked="" type="checkbox"/> 50 lbs. <input type="checkbox"/> 60 lbs. <input type="checkbox"/> Over 60 lbs. <p><b>Pushing up to:</b></p> <input type="checkbox"/> 25 lbs. <input checked="" type="checkbox"/> 50 lbs. <input type="checkbox"/> 150 lbs. <input type="checkbox"/> 250 lbs. <input type="checkbox"/> Over 250 lbs. <p><b>Manual Dexterity:</b></p> <input type="checkbox"/> Low <input checked="" type="checkbox"/> Medium <input type="checkbox"/> High	<p align="center"><b>Average % of time during regular shift devoted to:</b></p> <table border="0"> <tr> <td><b>Standing</b></td> <td><b>Walking</b></td> <td><b>Squatting</b></td> <td><b>Sitting</b></td> </tr> <tr> <td><input checked="" type="checkbox"/> 0-20</td> <td><input type="checkbox"/> 0-20</td> <td><input checked="" type="checkbox"/> 0-20</td> <td><input checked="" type="checkbox"/> 0-20</td> </tr> <tr> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> </tr> <tr> <td><input type="checkbox"/> 41-60</td> <td><input checked="" type="checkbox"/> 41-60</td> <td><input type="checkbox"/> 41-60</td> <td><input type="checkbox"/> 41-60</td> </tr> <tr> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> </tr> <tr> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> </tr> </table>	<b>Standing</b>	<b>Walking</b>	<b>Squatting</b>	<b>Sitting</b>	<input checked="" type="checkbox"/> 0-20	<input type="checkbox"/> 0-20	<input checked="" type="checkbox"/> 0-20	<input checked="" type="checkbox"/> 0-20	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 41-60	<input checked="" type="checkbox"/> 41-60	<input type="checkbox"/> 41-60	<input type="checkbox"/> 41-60	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100																																																						
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**In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and applicants who have been offered employment by Stay Green, Inc. are encouraged to discuss potential accommodations with the employer.**

**Management has the right to add or change these duties of the position at any time.**

**APPROVAL AND ACKNOWLEDGMENT OF RECEIPT**

Manager and/H.R. Rep: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature)

\*Employee:

\_\_\_\_\_ Date: \_\_\_\_\_

(Signature)

Employee:

\_\_\_\_\_ Date: \_\_\_\_\_

(Print)

\*Employee signature acknowledges understanding of the essential functions and requirements of this position.  
Employee also acknowledges receipt of this position description.

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