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D40. FINE GARDENING CREW LEADER

1. **Position description:** The Fine Gardening (Garden Detail) Crew Leader must be thoroughly familiar with and able to perform all aspects of fine gardening to include: procurement of plants, planning work, plant layout, installing annuals and perennials, deadheading plants, scheduling, upselling customers, customer service, training, etc. The Fine Gardening Crew Leader directly oversees one or two Fine Gardening assistants. The Fine Gardening Crew Leader must keep the Owner(s) or Fine Gardening Account Manager apprised of progress (or lack thereof) of all accounts while coordinating with crew members. The Fine Gardening Crew Leader also interfaces with company Sales, Estimating, Human Resources, and Accounting personnel.
2. **Reports to:** The Fine Gardening Crew Leader reports directly to the Account Manager depending on the structure of the company.
3. **Skill set and educational requirements:** The Fine Gardening Crew Leader must possess the following skill set and educational background:
 - A. Minimum of two years of experience in landscape maintenance or fine gardening.
 - B. Have an associate's degree (preferably in the Green Industry) and/or real life experience.
 - C. Be a Certified Landscape Technician (CLT) and/or receive additional outside training and industry certifications. (preferred)
 - D. Able to supervise one or two fine gardening assistants.
 - E. Able to effectively oversee the training of one or two fine gardening assistants.
 - F. Possess a valid driver's license and must be insurable on company's insurance policy.
 - G. Have a clean criminal record.
 - H. Legal documentation to verify employment eligibility.
 - I. Physically able to handle the work load of a Fine Gardening Crew Leader or Assistant.
 - J. Have full range of mobility in upper and lower body.
 - K. Able to lift 50 pounds without assistance.
 - L. Proficient in both oral and written communication.
 - M. Have a working knowledge of Spanish and English.
 - N. Able to represent the company in a courteous and professional manner.
4. **Responsibilities:**
 - A. Continually informs and updates immediate supervisor as to progress on accounts (or lack thereof).
 - B. Continually coordinates with company Fine Gardening Assistant(s) as to job progress (or lack thereof).

- C. Ensures that all accounts are kept on schedule and on budget.
 - D. Ensures that all safety procedures are followed and reports any unsafe conditions to supervisors.
 - E. Helps ensures all workers' compensation insurance claims are properly documented and reported immediately.
 - F. Ensures Company Policies are adhered too and reports problems or issues to supervisor.
 - G. Looks for enhancement work and facilitates selling, producing, and billing of the same.
 - I. Helps ensures all enhancement work is processed correctly by making sure needed information is accurately recorded in a timely fashion.
 - J. Interfaces with subcontractors (if applicable) to ensure timely and accurate completion of their phase of projects.
 - K. Interfaces with Account Manager to ensure timely and accurate delivery of job materials.
 - L. Ensures that company production standards are met.
 - M. Ensures that all equipment is operated in a safe and proper manner.
 - N. Ensures that all equipment is maintained properly and preventatively maintained (PMd) daily.
 - O. Evaluates equipment utilization and recommends future purchases to Supervisor.
 - P. Ensures that vendor delivery tickets and all paperwork are processed and turned in daily to office personnel.
 - Q. Ensures that job cost reports are properly analyzed.
 - R. Thoroughly understands and complies with company policies, procedures, and SOPs.
 - S. Assists in the development and implementation of the production part of company's training goals.
 - T. Evaluates performance of Fine Gardening Assistants.
 - U. Submits all job field daily reports to Accounting Department.
 - V. Is certified in CPR and First Aid. (preferred)
 - W. Continuing education requirement: minimum of 15 hours per year.
 - X. Oversees the production of one or two fine gardening assistants.
5. **Salary, bonus, and/or commissions:** Commensurate with experience (\$12.00 to \$14.00 per hour).
6. **Appraisal criteria:** The primary appraisal criteria for the Fine Gardening Crew Leader is to supervise one or two Fine Gardening Assistants and to do so safely and profitably while keeping the Owner(s) or Account Manager appraised regarding the status of all on-going accounts.
7. **Success factors:**
- A. Is a high-energy individual capable of supervising one or two Fine Gardening Assistants.
 - B. Is organized in all areas (personal office space, field operations, company yard space, job sites, trucks, etc.).
 - C. Leads by example.
 - D. Presents himself or herself in a professional manner.
 - E. Initiates action when needed.
 - F. Is self-motivated.
 - G. Requires minimal supervision.
8. **The hidden job description:**

C. What type of behavior will suit this job?

- (1) Energetic.
- (2) Goal oriented and focused.
- (3) Action oriented.
- (4) Multi-tasker.
- (5) Organized.

9. Individual profile:

- A. A self-starter.
- B. Action- and results-oriented.
- C. Excels at coaching and training a team.
- D. Likes physical outdoor work.
- E. A multi-tasker.
- F. Has a good aesthetic eye.

10. Professional attitude:

- A. Customer-service oriented.
- B. Enjoys coaching and building a team of professionals.
- C. Displays a positive, “can-do” demeanor.
- D. Encourages, assists, and supports fellow staff members.
- E. Requires minimal supervision.
- F. Desires to grow professionally and seeks to improve personal skill set.
- G. Seeks out other professionals with whom to network.
- H. Is punctual and energetic.
- I. Accepts and appreciates correctional input/feedback from fellow staff members.
- J. Enjoys working with and contributing to a team.
- K. Maintains high professional standards for neatness, discipline, self-control, and organization.
- L. Is not moody, belligerent, narcissistic, a loner, vindictive, mean-spirited, etc.

11. Potential career path for next four positions:

- A. Fine Gardening Trainer.
- B. Account Manager.
- C. Area Manager.
- D. Operations Manager.