



Job Description

Title: Maintenance Enhancement Manager

Direct Report: Division Manager

General Responsibilities

As the Enhancement Manager, you will lead the strategic implementation and operational execution of landscape enhancement services, focusing on Plant Health & Integrated Pest Management (IPM), Irrigation, and general landscape enhancements. This role involves collaborating with Account and Production Managers to develop and execute detailed agronomic and property improvement plans for each property we maintain, ensuring that these initiatives align with the company's goals for quality, sustainability, and client satisfaction.

Main Responsibilities

Agronomic and Enhancement Planning:

- **Strategic Collaboration:** Work directly with the assigned managers to develop comprehensive agronomic plans tailored to the unique needs of each property. This includes soil analysis, plant health diagnostics, and the selection of sustainable plant materials and irrigation solutions.
- **Plan Execution:** Lead the implementation of these agronomic plans, coordinating with cross-functional teams to ensure that landscape enhancements are executed according to the predetermined timelines and quality specifications.

Project Management & Quality Assurance:

- **Project Oversight:** Manage the lifecycle of all enhancement projects, from initial concept through completion, ensuring that each phase meets all agreed-upon standards for quality and efficiency.
- **Quality Controls:** Establish and maintain rigorous inspection schedules to regularly assess the quality of work performed. Implement corrective measures promptly to address any deviations from the quality standards.

Profitability & Business Growth:

- **Financial Strategy Development:** Create and execute profitability strategies that focus on expanding service offerings.
- **Operational Efficiency:** Continuously evaluate and improve operational processes to reduce costs, streamline workflows, and increase overall service profitability.

Resource Allocation & Management:

- **Resource Planning:** Forecast and allocate necessary resources such as staff, materials, and equipment efficiently to avoid disruptions and ensure smooth operation of all enhancement projects.
- **Inventory Management:** Oversee inventory levels to ensure that materials are readily available when needed. Negotiate with suppliers to secure cost-effective purchasing agreements.

Staff Training & Development:

- **Skill Enhancement Programs:** Design and deliver targeted training programs that enhance the technical skills of staff in areas such as integrated pest management, advanced irrigation techniques, and modern enhancement practices.
- **Professional Growth:** Promote professional development opportunities for team members, encouraging participation in relevant workshops, seminars, and certifications to keep skills up-to-date.

Safety and Compliance:

- **Safety Leadership:** Enforce a comprehensive safety protocol across all enhancement activities, conducting regular safety audits and ensuring compliance with both internal policies and regulatory requirements.
- **Training and Awareness:** Regularly train staff on new safety practices and emergency response techniques, maintaining a culture of safety-first across the organization.

Operational Collaboration:

- **Interdepartmental Coordination:** Act as the linchpin between the enhancement department and other operational teams, ensuring all parties are aligned on project goals, timelines, and client expectations.
- **Communication Efficiency:** Maintain clear and consistent communication channels across departments to facilitate the seamless flow of information and resources.

Team Leadership and Staff Development:

- Lead by example to inspire and motivate the client service team. Provide ongoing mentorship and professional development opportunities to build a knowledgeable, skilled, and motivated workforce.
- Promote a team-oriented environment that encourages collaboration and innovation, helping team members grow within their roles and contribute effectively to the company's goals.

Continuous Improvement and Culture Development

- **Promotion of Core Values:** Foster an environment that values team members who are accountable, transparent, and committed to excellence.
- **Conflict Resolution:** Implement strategies to address and resolve conflicts effectively, ensuring team cohesion by promoting trust and open communication.
- **Encouragement of Constructive Feedback:** Cultivate a culture where constructive feedback is a tool for personal and professional growth, enabling team members to continuously improve and excel in their roles.
- **Recognition and Rewards:** Acknowledge and celebrate team members who demonstrate a strong commitment to teamwork, accountability, and results, creating a positive feedback loop that motivates ongoing excellence.
- **Commitment to Team Goals and Results:** Ensure all team activities are aligned with organizational goals, focusing on measurable outcomes and results. Emphasize the importance of not only achieving but exceeding set targets to drive the company's success forward.
- **Monitoring and Enhancing Performance:** Regularly review team performance against key performance indicators and organizational goals. Use these insights to make informed decisions that enhance operational efficiency and effectiveness.

Qualifications

- Proven experience in landscape operations management or a similar role.
- Strong leadership skills and the ability to manage large teams.
- Excellent organizational and project management skills.
- Proficiency in using project management software and tools.
- Strong communication and interpersonal skills.
- Problem-solving ability and attention to detail.
- Relevant certifications in landscaping, project management, or similar fields.

Extraordinary Work Conditions

- Requires regular and reliable attendance, including the ability to work overtime, holidays, evenings, or weekends as necessary.

Key Performance Metrics

- **Project Completion Rate:** Achieve a 95% on-time completion rate for all enhancement projects, ensuring they are delivered within the set budget constraints.
- **Quality Assurance Scores:** Maintain a quality assurance score of 90% or higher across all projects, as measured by client feedback and routine project inspections.
- **Profitability Metrics:** Ensure each enhancement project achieves a minimum gross margin of 65%, demonstrating effective cost management and resource utilization.
- **Resource Utilization Efficiency:** Optimize resource use to achieve a resource utilization efficiency rate of 90%, minimizing waste and maximizing the use of materials, labor, and equipment.
- **Safety Compliance and Incident Rates:** Maintain a zero-incident workplace and achieve 100% compliance in all scheduled safety audits, reflecting strict adherence to safety protocols.

How to apply

1. Complete the online application by visiting this link: <https://www.jotform.com/form/241846715845062>
2. Submit your resume and cover letter.