



Section: Human Resources

Title: Recurring Services Crew Leader

Effective: 12/15/11

Replaces: 10/01/11

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POSITION DESCRIPTION: Recurring Services Crew Leader

REPORTS TO: Account Manager

EMPLOYEES REPORTING TO PROJECT CREW LEADER: Recurring Service Technicians

PRIMARY FUNCTION: Provide technical support, job site leadership and management to assure a competent, highly qualified work force redeems customer commitments in a professional, high quality and timely manner. Provide hands on maintenance duties onsite as required.

LEVELS OF DEVELOPMENT:

- I - Direction and guidance needed
- II - Direction and guidance needed; begin making suggestions
- III - Recommend solutions; obtain approval before implementation
- IV - Authorized to take action; advise afterward
- V - Take action; no regular reporting required

Note: Levels of development shown below are for an individual fully qualified for the position. All competency areas must be performed with or without reasonable accommodation.

COMPETENCY AREAS

Green Industry Knowledge - V

Maintain up to date knowledge of plant material, weed, insect and pest control and overall landscape maintenance knowledge. When presented with a problem, knows what to do, why and how to communicate solution to the crew. Become familiar with new products and techniques as they are introduced to the market. Belongs to and takes advantage of industry organizations to improve overall green industry knowledge.

Time Management/Planning - V

Demonstrates ability to accurately determine priorities by scheduling personnel and materials with the Account Manager. Assures proper staffing, training, tools, equipment and systems and procedures are in place to allow crew to complete all work in a cost effective and high quality manner. Executes planned maintenance work to assure technicians, material, and equipment are on the job at the right time.

Agreement Compliance - III

Effectively monitors maintenance services to assure we only do work required in agreement documents. Effectively keeps record of changes to conditions or scope which may require adjustments to billing and reports them to the Account Manager. Able to identify extra work on maintenance and/or potential project work and relay thoughts to the Account Manager.

Maintenance Service Completion and Acceptance - IV

Assures completion of maintenance services on time and obtains customer's written acceptance of completion. Assures proper charge out of costs and close out of all services for that particular visit.



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Communication - V

Promptly and accurately completes all required paperwork. Keeps Account Manager informed of unfavorable news and disenchantment by customers. Communicates information to all parties who would benefit from it.

Training - IV

Demonstrates capability and interest in training others. Recognizes what has to be conveyed and explained to customers. Trains and teaches technicians how to solve problems without solving the problem for them. Motivates and trains staff. Delivers and implements programs to improve skills of crew as individuals and as a group.

Sales Assistance - III

Provides proactive sales representative with qualified leads. Alerts sales personnel about competitive sales efforts. Inform the Account Manager of potential add on services to be performed.

Cost Control - IV

Redeems assigned maintenance services within prescribed budget. Knows and applies principles of cost/benefit to gain maximum utilization of company resources; i.e., salaries, labor hours, customer entertainment, tools, vehicle utilization, overtime, etc.

Work Force Utilization - IV

Provides instructions, tools, materials, and schedules to assure customer satisfaction. Work with Account Manager on work force scheduling and dispatching of crews to the appropriate client sites.

Documentation - IV

Reports work progress regarding field performance, material, scheduling, and other obstacles affecting efficient and timely completion by leverage the LandOpt Recurring Tracking tools. Reports customer relations activity affecting satisfaction, upgrading, and positive long-term relations.

Company Relations - IV

Builds rapport and productive working relationships with other managers, supervisors, field personnel, and overall company influencing decisions for purchasing, scheduling, installations and work completion.

Codes, Standards, and System Requirements - IV

Understands appropriate codes and industry standards. Knows where to locate obtained permits and plan checks where necessary. Provides design assistance to proactive sales representative and/or Account Manager as requested.

Field Productivity - IV

Provides material, directions, tools, and logistical support to field personnel to assure maximum productivity. Motivates the work force and maintains high employee morale. Effectively staff and control labor costs within assigned cost limits. Performs billable work as required to assure operating plan is redeemed.



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Status Reporting - III

Provides current input and actively participates in regular review meetings on work progress, customer relations, field relations, internal administration, and other matters affecting operations.

Material Control - IV

With Account Manager, effectively manages and controls equipment, material, tool utilization, and costs, while ensuring efficient field operations.

Customer Relations - IV

Promptly addresses customer complaints to assure resolution and maintain long-term relationships and provides updates to the Account Manager on such.

Supervision - III

Delegates, organizes work of others by position description and mutually agreed upon objectives. Effectively audits performance of staff and follows up. Recommends appropriate personnel actions; i.e., hiring, firing, promotion, demotion, compensation, etc to the Account Manager.

Continuous Recruitment - III

Continually builds and maintains a network of contacts.

Special Projects - III

Provides support for any special projects as assigned by your manager. These special projects, at the determination of your manager, may or may not become part of this position's primary responsibilities.