

## POSITION DESCRIPTION

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### Director of Landscape Installation Services

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#### Ed Castro Landscape Mission

*For Ed Castro Landscape to become the Georgia's premier landscape design, construction, maintenance and horticultural services firm driven by outstanding customer service. To hire, train, and retain employees that are professionals and demonstrate unparalleled thoroughness and dedication to the highest standards of quality. To offer comprehensive landscape services, and qualifications to guide projects from design concept through construction while ensuring thriving and prolific landscapes.*

#### **Position Purpose:**

This Director of Landscape Installation Services position holds the responsibilities for the total management of project objectives, standards, schedules, and budgets, controlling of the entire process. This position is accountable for contract budgets, schedules, accuracy and production.

This Director of Landscape Installation Services position provides Ed Castro Landscape with a representative to provide guidance, quality control and communication with all ECL staff and Executive Team members. This position should promote and exemplify the standards set forth by Ed Castro Landscape. Review and inspect all projects on a weekly basis, identify any problems and facilitate resolutions. Work with the onsite crews to improve their on-the-job knowledge and facilitate clear communication and directives with all subcontractors and outside vendors. This position is a vital link between Private Gardens and Public Spaces and all collaborative communication toward responding and resolving client issues with knowledgeable and professional expertise, The Director level will also assist and promote opportunities for selling additional company services, upgrades and future contract prospects.

#### **Reporting:**

This position reports to the President

#### **Key Accountabilities:**

- Meet and exceed all estimated man hours, materials and design objectives based on established quota.
- Manage all installation projects through project creation to close-out of jobs.
- Assure all installation work is inspected for quality control and aesthetic value.
- Develop a strong knowledge of company product lines.
- Create a learning environment and structure for all crew members, Supervisors and Project Managers.
- Establish a mutual respect with all Managers, Supervisors and crew members.
- Must be a highly motivated and disciplined self-starter who integrates creative and consistent ideas and value-added collaboration with Managers and Executive team.
- Remain abreast of all new landscape materials and techniques through continued education, growth and development within landscape industry.
- Weekly site visits to all projects in order to drive quality control, proper workmanship and processes, problem identification and resolution. This will be accomplished by use of site inspection form and job checklist.
- Work closely with Project Managers, Purchasing and field teams to assure proper training, accurate job costing.
- Client Satisfaction: Ensure Project objectives are met or exceeded and on time.
- Management: Coordinates with other ECL departments and/or sub-contractors that perform on accounts.
- Contract and billing knowledge from budget to closeout.
- Assists in reporting monthly profit and loss of accounts and understands departmental profit and loss.
- Utilizes the schedule manager for installation crews.
- Responsible for client consultation, subsequent proposal generation and client presentations.
- Budgetary and technical input during the proposal and contract development stage.
- Manage subcontractors as Project Partners.

***Background, Experience and Knowledge:***

- Organization and time management.
- Equipment techniques: service, operation, and minor repairs.
- Superior written and verbal communication.
- Customer relations and communication.
- Irrigation: service, installation and repair.
- Installation / floriculture installation from drawing board to field.
- Computer software including Microsoft Office Suite and Asset proficiencies.
- ASLA and NALP Standards.
- Sales / sales relationship management.
- Plant material, turf, insect and disease identification and use.
- Problem solving from routing to client issues.
- Working knowledge of P & L Statements.

***Frequently Used Procedures/Software Guidelines:***

- ASSET: CX, proposal manager and schedule manager in particular.
- Microsoft Project and Adobe.
- Contracts and on-site work order forms.
- Scheduling and reporting.
- Maintenance Inspection sheets.
- Timesheets – iCrewtec.
- Production sheets.
- ECL Handbook, ECL Policies and Procedures Handbook.
- ECL Standards of Operation.
- ECL Chemical Handbook.
- Standard Accounting practices.

***Personal Traits – This Director of Landscape Installation Services:***

- Does homework before making a proposal to top management.
- Can deal effectively with resistant employees.
- Works effectively with higher management.
- Understands higher management values, how higher management operates, and how they see things.
- Links responsibilities with the mission of the whole organization.
- Has a pleasant disposition.
- Shows interest in the needs, hopes, and dreams of other people.
- Can handle criticism and critiques from peers with poise.
- Admits personal mistakes openly, learns from them, and moves on to correct the situation.
- Relates to all kinds of individuals tactfully, from shop floor to top executive.
- When working with peers from other functions or units, gains their co-operation and support.
- Quickly master's new vocabulary and operating rules needed to understand how the business works.
- Uses good timing and common sense in negotiating; makes point when time is right and does it diplomatically.
- Masters new work unit knowledge necessary to understand how the business works.
- Voluntarily starting projects. Attempting non routine jobs and tasks.
- Rewards hard work and dedication to excellence.
- Uses effective listening skills to gain clarification from others.
- Can effectively lead an operation from its inception through completion.
- Learns from the corrective actions taken from mistakes of management.
- Dependability and trustworthiness.
- Has an even temperament. Acceptance of unavoidable tension and pressure.
- Accepts change as positive.

***Education Requirements:***

BS / BA college degree in a related field and five years related landscape management experience and/or equivalent. This Director of Landscape Installation Services, will show willingness and capability of continuing education through workshops, classes, and professional memberships.