



Job Description

Company: Frogheath Landscapes

Job Title: Landscape Supervisor

Purpose of Post

As a Landscape Supervisor for Frogheath Landscapes, you will be responsible for managing all activities taking place on an assigned landscape project, ensuring the safe delivery of quality services and excellent customer satisfaction.

You will achieve this using your organisational skills to co-ordinate a small team of people and ensure efficient use of materials, equipment & resources supplied by Frogheath. You will also take a role in employee training & development to ensure safe use of all machinery, equipment and tools and to encourage progression and improvement of skills.

Accountable to:

Steve Moody, Director

Supervisory Responsibilities

Team members

Duties and Responsibilities – Specific

- Assist in planning of the landscape project, including studying plans, assist in setting out on site and ordering appropriate materials.
- Develop good relationships with clients to ensure open-line of communication
- Ensure delivery of quality services and provide excellent customer service by the whole team
- Provide estimates (with support from Frogheath office) for additional work requested by the client
- Develop and coordinate plans for the efficient use of people, materials, equipment & resources
- Prioritise the day's work list and assign duties to team members. Organise, direct and co-ordinate all of the activities that the workers are engaged in, ensuring all the necessary tools and materials are available for the project
- Train and mentor the team you are working with.
 - a. Ensure the proper use of safety equipment and Personal Protective Equipment at all times as appropriate
 - b. Be prepared to conduct on-site training sessions to help team members work to their very best.
 - c. Reward and discipline employees as appropriate (with support from Frogheath office)
- Routinely carry out site inspections to evaluate the quality of the work, both in-progress and completed
- Answer the project site phone
- Address complaints and resolve problems (with support from Frogheath office)
- Perform preventive maintenance and minor repairs on tools, equipment, machinery and vehicles
 - a. Ensure vehicle cleanliness is maintained
 - b. Perform minor repairs if appropriate
 - c. Report damaged or broken tools, equipment, machinery or vehicles to the Frogheath office so they can be repaired/replaced
- Administrative duties - fill in paperwork as required by the office, including
 - a. Complete time and material sheets
 - b. Complete paperwork on any accidents and report them to management
 - c. Perform tool/equipment/machinery/vehicle inventory as required
 - d. Communicate budgeted vs. actual hours/costs to the Director
 - e. Assist in monthly scheduling meeting
- Other duties when assigned

**Qualifications & Experience**

- 3 – 5 years Landscape & Horticultural experience
- Leadership and communication skills
- Excellent organisational and time management skills
- Ability to delegate work and spread time between different work groups
- Valid driver's license and good driving record
- Diploma in Landscape/Horticulture or related business field preferred
- Experience in managing landscape projects
- Experience in direct management of multiple landscape assistants

Benefits include salary, paid holidays, training and advancement opportunities



The Role of a Landscape Supervisor

Site supervisors are found in a range of industries, from manufacturing to property management. They are responsible for managing staff members, ensuring that procedures are followed, setting performance targets and communicating with managers.

The primary responsibilities of a supervisor are to make sure that work is completed on the site, to ensure compliance with company procedures and to monitor performance.

Managing staff

Managing staff members is an important part of being a site supervisor. He or she is responsible for making hiring decisions, disciplining and mentoring staff members and providing training. The skills required include communication and problem solving. Many people find this aspect of a supervisor's job difficult to handle at first, but there are a range of short courses and certificates that provide training on managing staff to assist with this transition.

Company procedures

The supervisor needs to be familiar with the company's internal processes and procedures. He or she often is required to train staff members or adjust internal processes to meet government or safety requirements. Most people gain this level of expertise through work experience in the firm. Upon promotion to the role, he or she can recommend changes to the business process that will improve efficiency.

Monitoring performance

Performance targets are found in almost all industries. The site supervisor communicates the targets to staff members and works with the team to meet and exceed those goals. This can often be done by making changes to business processes and by motivating staff members. One way this can be achieved is through a combination of positive reinforcement and the setting of a clear focus. The supervisor can encourage staff members to exceed their previous performance output by working as a team.

Senior Management Meetings

It is the responsibility of this individual to meet with managers on a regular basis. He or she communicates positive and negative information to managers and, in turn, shares information with the team. This information could include things such as strategic plans, long-term goals and concerns. The efficiency of this communication has an impact on staff morale and overall dedication to the firm.

Qualification

The position of site supervisor is not an entry-level job, and most firms expect candidates to have some post-secondary education. This training can be in a specific technical skill or in-business administration. Candidates usually have five to seven years of working experience and at least one year of supervising experience, which can be obtained either through professional work or as a volunteer.