

## JOB DESCRIPTION: ENHANCEMENT TEAM LEADER

### CLASSIFICATION PURPOSE

This non-exempt position is responsible for performing a variety of operational tasks involving landscape installation, equipment operation, and site management; perform related work as required.

### ESSENTIAL FUNCTIONS

*The examples of functions listed in this job description are representative, but not necessarily exhaustive, of any one position in this job classification. Management may assign other functions not listed herein at its sole discretion.*

- Performs landscape enhancement functions (e.g., irrigation, drainage, horticulture, hardscape, pavers, grading);
- uses hand tools (e.g., pick, shovel), complex tools (e.g., survey), powered equipment (e.g., saws, drills, compactor, and aerator), and vehicle equipment (e.g., Skid Steer, Mini Excavator);
- operates attends safety meetings;
- leads the work activities of a full crew;
- makes order requests;
- reads elevations and programs controllers;
- knows Dig Safe procedures;
- communicates using English and basic Spanish or Portuguese;
- demonstrates strong horticulture knowledge;
- installs low voltage wiring;
- schedules equipment;
- interprets all aspects of landscape plans;
- meets with vendors and subcontractors;
- thinks ahead and completes tasks efficiently within budget and timelines;
- demonstrates full knowledge of multiple trades and installation;
- plants and waters vegetation; applies fertilizer; role models PPE usage;
- plans and organizes work for team members on job;
- ensures job site is safe;
- completes administrative duties (e.g., crew time sheets, signs for plant delivery, equipment inventory, punch lists) on time;
- drives crew to and from work sites;
- performs Winter Service (e.g., snow clearing, snow plowing, shoveling, salting) as needed;
- reads prints and landscape plans;
- documents safety and/or job issues using a digital camera;
- completes assignments within labor goals without sacrificing job quality;
- demonstrates an independent understanding of routine maintenance procedures (e.g., cleaning, weeding, planting, watering, and plant knowledge); and
- provides excellent service (e.g., accurate, complete, and timely) to clients, work-site partners, and Company staff in a courteous and efficient manner.

### COMPETENCIES

- Safety: Operates and maintains tools and equipment to ensure safety; attends safety meetings; wears proper PPE; wears seat belt when traveling in a company vehicle; demonstrates proper lifting procedures; performs all safety inspections; ensures compliance with all safety policies/reporting procedures.
- Results Oriented: Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable, and relevant goals and takes efficient action to accomplish success.
- Field Operations Management: Manages all materials at the job site (e.g., preparation, planting, clean-up); handles chemicals (e.g., fertilizer, containers, SDS) properly; monitors irrigation controllers; understands proper pest and weed control methods.



- **Installation:** Demonstrates full knowledge of multiple trades including horticulture, hardscape, and low-voltage lighting; reads prints, landscape plans and elevations accurately; equipment operation; understands patterns and layout; can survey for grade changes.
- **Job Quality:** Understands the relationship between job quality and customer service, satisfaction, and retention; ensures landscape and horticulture quality standards are met for every job.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
- **Interpersonal Skills:** Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.

### **EDUCATION/EXPERIENCE**

An example of the preferred education, training, and/or experience that demonstrates possession of the knowledge, skills, and competencies for this position includes: at least two (2) years of professional landscape and installation management experience similar to that described above.

### **ESSENTIAL PHYSICAL CHARACTERISTICS**

*The physical characteristics described here are representative of those that must be met by an employee to successfully perform the functions required by this job classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the functions of this job classification, on a case-by-case basis.*

Frequently stand, walk, or crouch on narrow and/or slippery surfaces; stoop, kneel, bend to pick up or move objects; walk for long distances and on sloped ground and uneven surfaces; move, lift, and carry objects weighing up to 50 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

### **SPECIAL NOTES, LICENSES AND CERTIFICATIONS**

**Pre-employment:** Incumbents must sign the Confidentiality, Non-disclosure, and Non-solicitation Agreement prior to their first day on the job.

**License:** A valid Class D driver's license is required of this job classification.

**Certifications:** Incumbents must attain their CPR-First Aid certification, the Massachusetts Certification Landscape Professional (MCLP) certification, and the Massachusetts Pesticide Applicator License, during their first year of employment and maintain that certification thereafter. A DOT Medical Certification is required of this job classification and must be maintained by the employee thereafter.

**Language:** Though not required, bilingual English and Spanish or Portuguese skills are desirable.

**Working Conditions:** Work is predominately outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents.

**Background Investigation:** Incumbents must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates may be subject to a background investigation and/or drug test.

**Introductory Period:** Incumbents appointed to this job classification serve an introductory period of three months.

### **KEY PERFORMANCE INDICATORS**

The Key Performance Indicators for this position will be specified at the time of appointment.