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**Job Description: Production Manager**

**Job Type: Full Time, Year Round**

Poplar Point Studio is the premier horticulture and fine gardening service in the Finger Lakes Area. We are focused on making great gardening accessible – offering services from regular garden maintenance, garden coaching, plant design & selection, garden installations, annual & container plantings, holiday décor and garden workshops.

Working here means more than being part of a team – it is a family. We care deeply about our customers as well as those that we work with – directly on the team, or indirectly with vendors and suppliers. We are passionate about sharing our knowledge of horticultural practices, and strive for continuous learning in everything we do. At the core of PPS are driven horticulturists, creative problem solvers, and conscientious land stewards who are dedicated to providing expert green industry services.

The Production Manager is responsible for ensuring the horticulture crews at Poplar Point Studio run reliably and efficiently while maintaining the quality standards of the company, and for the planning, purchasing and organizing involved with the production process. Production Manager is also responsible for ensuring that equipment is functioning correctly and that health and safety protocols are adhered to.

The ideal candidate for the Horticulture Foreman would be someone who:

- Has a passion for plants & working outdoors
- Servant leader, able to support and foster a team of 10-15 people
- Is organized and able to effectively communicate both with clients as well as leadership team members
- Comfortable planning job and route schedules, as well as adjusting to last minute changes
- Can effectively multi-task and manage multiple projects at one time
- Strong working relationships with vender partners to re-order parts, tools and supplies when needed
- Good at holding others accountable to quality and customer service standards
- Strong work ethic - gets satisfaction from working hard and seeing the fruits of their labor
- Enjoys being a generalist, and can adapt to different needs depending on the demands of the client or business
- Has experience using hand tools and small power equipment
- Likes to have fun in life and has a positive attitude

Production Job Duties would include:

- Responsible for Production across our client territory and shop facility
- Manage 3+ crews of up to 15 individuals total
- Manage schedule of crews, equipment and subcontractors
- Review calendars daily to be certain services are on track
- Provide technical advice and work with Foremen to complete assigned projects & tasks

- Site inspections at the end/after projects are completed to make sure that quality standards are being met. Work with foreman to correct mistakes.
- Coordinate the ordering and delivery of plant material, hardgoods, shop tools & supplies
- Coordinate & manage subcontractors on scheduled projects to ensure quality and customer expectations are met
- Update daily/weekly route schedules as weather/materials/absences may create changes
- Coordinate safety meetings & make sure weekly safety inspections are occurring
- Be knowledgeable, skilled and willing to help out with any aspect of client projects in case we need extra capacity or have to meet a client deadline
- Be responsible Integrated Pest Management strategies & documentation; likely need to be Pesticide Applicator Certified in NYS
- Working with Foreman, oversee pest identification and management and create spraying lists.
- Monthly pesticide reporting
- Work with Local Ag Departments on required inspections and any issues
- Schedule regular maintenance for equipment.
- Discuss budget expectations with clients.
- Purchase the required materials.

Operational Job Duties would include:

- Analyze & review weekly & daily timesheets before payroll
- Review invoices with bookkeeper to make sure all time & materials are accounted for accurately
- Review key business metrics monthly & work with management to make operational adjustments as needed
- Help implement & train crew on time tracking & route technology (when applicable)
- Assist account manager and bookkeeper in managing overtime at an acceptable level.
- Assist in the hiring process including interviewing.
- Assist in employee training.
- Perform annual employee evaluation of crew and foremen
- Assist with employee disciplinary measures when necessary.
- Address complaints and resolve issues with employees.

Account Management Job Duties would include:

- Meet with new clients for site visits (with or without Sales Rep) to determine if property is a good fit, and if we can do the requested service
- Create standard bids for maintenance, bed cleanup or small enhancement projects.
- Assist account manager with installation bids and provide enhancement bids. Provide bids and designs for larger refurbishment projects with team members.
- Set quarterly/annual goals for properties with account and production managers on an ongoing basis.
- Communicate with clients to ensure satisfaction and “get their pulse”
- Address complaints and resolves issue with clients or subcontractors/vendors

#### Minimum Qualifications:

- 3 years experience in similar management level position (any industry)
- 2 years experience in landscape or horticulture related business
- High school graduation or GED Certification
- Must be at least 21 years old
- Valid NYS Driver's License, Clear driving record
- Physical strength, flexibility, maneuverability to perform the duties of the position

#### Skills, Knowledge & Abilities:

- Professionalism, effective communication in any form
- Attention to detail & passion for learning
- Demonstrable ability to prioritize work and manage time
- Ability to comprehend general and complex oral and written instructions
- General knowledge of types of motorized equipment and hand tools
- General knowledge of safety hazards related to the job and equipment
- Able to establish and maintain effective working relationships with coworkers
- Ability to read, write and communicate well with others
- Willingness to work in all weather conditions
- Horticulture, IPM or other industry best practices is helpful
- Experience with scheduling, project management, CRM, or other estimating tools is preferred.

#### Physical Demands

- Must possess the physical strength to perform moderate to heavy lifting/carrying from 25 to 75 lbs. for up to 100 feet; push and pull from 30 to 100 lbs
- Be physically capable to safely perform bending, twisting, stretching, rotating, kneeling, pushing, pulling and lifting operations while in awkward positions up to 100% of the time on any given day
- May be required to work overtime during heavy workloads
- May be exposed to heat, cold and wet weather