



**Job Title:** Crew Leader: Landscape, Maintenance, Turf, Holiday Decorating, and Snow Removal  
**Reports to:** Grounds Maintenance Production Manager; Assistant Manager, Grounds Maintenance; and Landscape Production Manager  
**FLSA Status:** Non-Exempt

**Job Description & Responsibilities**

**Daily**

- Proactively, support, coordinate, and communicate with Managers
  - Report accidents or property damage to Manager(s) and office
  - Assess equipment and vehicle issues as they arise; report to Managers
  - Report staff absenteeism and tardiness to Managers
  - Ensure that iPhones and iCrewTek App are working properly; report any issues immediately to your Manager
- Adhere to and enforce all company polices as documented in Employee Handbook and Safety Manual
  - Support and enforce the company’s training program
- Actively recommend new processes and procedures on behalf of improving the company and its work environment, overall safety, increased productivity and profitability, and enhanced customer service

<b>Crew Leader's Daily Check List</b>
<b>Task</b>
<b>Prepping at The Yard in the Morning</b>
1. Turn on your phone; confirm that it is charged and that iCREWtek is working properly; clock Crew Leader into iCREWtek
2. Review Today's Schedule - Know where to go? What to do? How to get there? Questions? Ask your Manager before leaving Lot
3. Confirm that everything that is on Today's Schedule is ALSO logged into your iCREWtek. If it does not match, contact your Manager immediately
4. Confirm that your Crew Members are correctly assigned for the day - on your paper schedule AND in iCREWtek; clock Crew Member(s) into iCREWtek
5. Perform Circle Check (walk around the truck, note any dents/problems, visually inspect tires, etc.); Inspect interior of truck cab for cleanliness
6. Collect, sign out, and organize materials and equipment (including replacement equipment) required for daily task(s)
7. Pick up any/all equipment in for service or repair with Mechanic

8. Return extra "Orange Tagged" equipment from previous day (if no longer needed) to Mechanic
9. Make sure equipment and truck is tarped and secure BEFORE leaving Lot
<b>Working at Job Sites Throughout the Day</b>
1. While Driving - 5 minutes out from arriving at Job Site - Review the upcoming property and it's scope of work - who is doing what, in what order, etc.
2. Park and secure vehicle
3. Place orange safety cones around vehicle; open back gate; prep equipment for the day (Mowers - fill with gas, grease, sharpen blades, check/add oil; Inspect and top off all fluids in equipment inside truck box; Inspect and reload line trimmers with string; Fill blowers and weed eaters with gas; Inspect ramp, report any problems); go find Crew Leader when you finish
4. Greet/brief client as appropriate
5. Walk and survey the property for any existing damage (and anything unusual), report to Manager as necessary; remove limbs and debris as appropriate (example: if you are mowing); take "Before Pictures" from 3 different places (based on scope of work)
6. Contact your Manager immediately if the hours allocated for this scope of work appear to be insufficient; provide the correct amount of time required to complete the task(s) [Example: Pruning]
7. Confirm that all Crew Member(s) understand the work that needs to be done; produce the work
8. Make sure that all Crew Members are performing task(s) correctly and completely at each job sit; ensuring that work produced meets K&H standards
9. If wires, cables, sprinkler lines/heads are CUT during the course of providing service at a client site: Immediately contact Manager, office, and client. [Example: Ring doorbell/knock. Mark the area with K&H Flags]
10. Walk the property to ensure that everything is done and cleaned up; Take "After Pictures" from the same 3 places; take pictures of gate(s) closed
11. Make sure all equipment (mowers, trimmers, etc.) are blown off and/or cleaned before leaving the last job of the day (before loading into truck)
12. Clean and load all of the equipment
13. Complete K&H's "Daily Incident Report" if any of the following occurs: client complaint; accident or injury; damage to client property; damage to K&H property
14. Document materials used or debris removed from job site
<b>Back at the Yard at the End of the Day</b>
1. Remove debris from truck; place in dumpster
2. Remove any broken equipment from the truck - Tag with a "Red Tag," place in front of Container #4 for Yard Foreman to secure; If Mechanic is on-site, request replacement equipment; Service equipment per appropriate schedule
3. Park the vehicle; Place "Red" sheet on dashboard if vehicle needs gas that evening; Remove all trash from inside the cab; make sure vehicle is clean, locked and secured

4. Prep all equipment: All equipment and vehicles must be ready for the next day prior to your Crew leaving for the evening
5. Review Crew's Timesheet; note any additional work done and/or materials used
6. Turn in your phone; submit Timesheet and all paperwork to Manager
<b>Monthly</b>
1. Inventory all tools, equipment, and supplies in your assigned truck; Manager will be present; Crew Leader will sign Inventory Sheet
<b>Seasonally</b>
1. Supervise, manage, train, and work with your Crew(s) to provide the following services to/for K&H clients' properties: Snow Removal; Turf Maintenance; Shrub & Tree Care; Holiday Decorating; Gutter Cleaning; and Landscape Design/Build
<b>Annually</b>
1. Conduct Performance Evaluations of your Crew Members
2. Work with your Manager to identify additional manpower needs in the field; identify opportunities for Crew members to learn something new
3. Participate in your own Performance Evaluation with your Manager; Identify opportunities to gain experience and learn new skills
<b>Plus, other duties assigned by your Manager or K&amp;H's Management Team, as requested</b>
<b>Reminders</b>
<i>1. Proactively, support, coordinate, and communicate with Managers</i>
<i>2. Report accidents or property damage to Manager - Ensure that proper forms &amp; procedures are used/ (with complete details regarding harm, damage, and/or neglect)</i>
<i>3. Assess equipment and vehicle issues as they arise; complete form</i>
<i>4. Ensure that iPhones and iCREWTek are working properly; report any issues immediately to your Manager</i>
<i>5. Adhere to and enforce all company policies as documented in Employee Handbook and Safety Manual</i>
<i>6. Support and enforce the company's training program</i>
<i>7. Actively recommend new processes and procedures on behalf of improving the company and its work environment, overall safety, increased productivity and profitability, and enhanced customer service</i>
<i>8. Assure accurate assignment of labor and material used to correct job/client number</i>
<i>9. Record all necessary time and materials for each task performed at each job site</i>

**Note:** Blue highlighted text represents Crew Members' responsibilities and tasks.

### **Monthly**

- Inventory all tools, equipment, and supplies in your assigned truck
- Manager will be present; Crew Leader will sign Inventory Sheet

### **Seasonally**

- Supervise, manage, train, and work with your Crew(s) to provide the following services to/for K&H clients' properties: Snow Removal; Turf Maintenance; Shrub & Tree Care; Holiday Decorating; Gutter Cleaning; and Landscape Design/Build

### **Annually**

- Conduct Performance Evaluations of Members on your Crew
- Work with your Manager to identify additional manpower needs in the field; identify opportunities for Crew Members to learn something new/career advancement
- Participate in your own Performance Evaluation with your Manager
  - Identify opportunities to gain experience and learn new skills

### **Dimensions**

The Crew Leader, Landscape & Maintenance (CLLM) reports to the Landscape Production Manager as do the Crew Members, Landscape & Maintenance.

Although the Crew Leader, Landscape & Maintenance provides guidance, supervision and training to the Crew, Members of the CLLM have no direct reports. The CLLM has no spending authority.

### **Essential Functions**

Lift 35 #

Pick up and stack material, equipment, tools, scrap etc. from ground

Bending, lifting, walking on uneven sloped terrain

Shoveling sand, dirt, gravel and snow

Climb ladders

Train, monitor and guide Crew Members in maintenance and/or landscape duties

Ability to read and understand technical information well

### **Requirements**

2 to 3 years landscape and/or maintenance duties

Able to lead and guide landscape Crews

Physically able to perform essential functions

Legally eligible to work in the United States

Work overtime as needed

Show up on time every day