



# Operations Manager Job Description

## Overview

The **chippers** Operations Manager is a highly skilled professional responsible for sales, production, quality, safety, and client relations of an assigned territory. The Operations Manager is responsible for supervising overall field operations of job sites and employees and provides support to Crew Leaders and team members on a daily basis. The Operations Manager insures excellent client service through the delivery of exceptional Land Enhancement, Tree Preservation, Forestry, and Plant Health Care services. The Operations Manager must identify opportunities for improvements in production, quality, service and safety to the Senior Operations Manager. The Operations Manager is responsible for achieving financial goals for the assigned territory and must make proactive operational decisions based upon monthly P & L results. The Operations Manager reports to the Senior Operations Manager.

The Operations Manager is responsible for but not limited to the following:

- daily activities, production and supervision of assigned employees.
- train new employees, in conjunction with the Human Resources Manager, Crew Leaders and assigned safety trainer.
- ensure that each crew member is working efficiently, adhering to all safety guidelines, and utilizing all appropriate PPE.
- report all concerns, accidents and/or injuries to the Senior Operations Manager.
- responsible for all assigned equipment and enforces the equipment maintenance program.
- able to find the best in every teammate and encourage all employees to reach their fullest potential.
- maintain positive employee relations.
- assist HR Manager with interviewing and selection process of candidates

## Primary Objectives

- Ensure that clients receive exceptional customer service and enhanced value.
- Exhibit a professional image and positive attitude regarding the company safety culture, vision and mission.
- Support and maintain all company safety policies (lead by example).
- Effectively coach, motivate, and train employees
- Achieve Gross Sales & Gross Profit goals for assigned territory.

## **Operations Manager Requirements**

- Team player with positive attitude and proven ability to work hard.
- Excellent organizational skills and business savvy.
- Outstanding leadership, judgment and problem solving skills
- Ability to multi-task and make decisions for the team in a timely manner.
- Must be able to lead by example, supervise, and give directions effectively to all team members.
- Excellent verbal, written, and computer skills.
- Must have or attain valid CDL license.

## **Education and Experience**

- 2 or 4 year degree within Arboriculture, Horticulture, Forestry, Landscaping, Environmental Design; or equivalent field experience.
- Advanced knowledge, terms and familiarity of plant health care practices.
- 5 years experience in Tree Preservation, Land Enhancement, Forestry, or Plant Health Care industry.