

Job Description: Operations Manager

➤ **Punctuality, Attendance, Appearance**

- Shows up to work on time each day ready to work
- Completes all tasks within time expectations
- Adheres to company dress code policy
- Wears clean clothes appropriate to weather conditions each day
- Adheres to company policy and goals for in-season and out-of-season attendance
 - Understands and lives out the importance of productivity in season

➤ **Job Quality**

- Understands the relationship between job quality and customer service, and satisfaction and job retention
- Demonstrates strong discipline to thorough, complete, and excellent work
- Consistently is prepared for each day's work by having all needed materials, tools, equipment, and clothing ready
- Maintains a strong shop departure and arrival routine and clarifies expectations to crew members
- Completes paperwork as required daily

➤ **Personal Qualities**

- Shows unquestioned ethics in all affairs, both personally and professionally
- Possess a great attitude and work ethic
- Does not accept failure or defeat, always expects to succeed
- Is committed to daily improvement for himself and crews
- Advances a positive company image and reputation through all actions
- Displays enthusiasm and helps motivate coworkers
- Shows a hunger for more knowledge, responsibility, and growth, both personally and as a company
- Is humble but confident about his abilities

➤ **Interpersonal Skills**

- Treats other people with respect
- Collaborate, support, and help coworkers in such a way that productivity is increased, morale is increased, and relationships are improved
- Is personable and likeable with customers and co-workers

➤ **Education/Experience Requirements**

- While there are no formal education requirements, a successful Operations Manager will have a high level of comfort, a working understanding, and an ability to answer technical questions in the following areas:
 - Irrigation systems including:
 - Sprinklers and sub-surface drip
 - Controllers, valves, and relays
 - Fertigation
 - Precipitation rate and its effect on irrigation run times
 - Electrical systems:
 - 24VAC control systems
 - 240VAC and 120VAC single phase systems
 - Wiring and installation procedures for 3 phase motors
 - 12VDC automotive and equipment systems
 - Hydraulic systems, both water and oil:
 - Irrigation system concepts like friction loss and proper pipe sizing
 - Equipment hydraulics to operate hydraulic cylinders, motors and hydrostatic transmissions
 - Gasoline and diesel engines
 - Pickup and equipment repair and maintenance
 - Job sequencing and scheduling
 - Turf maintenance practices including:
 - Herbicide, fertilizer, and fungicide application
 - Seeding
 - Aeration and top dressing
 - Mower operation, repair and maintenance
 - Managing a construction site
 - Earthmoving principles and practices
 - Computer and tablet skills including email, Excel, and Word
 - Have and maintain an acceptable driving record as well as any licenses required by government agencies, customers, or employer to complete work (e.g. driver's license, commercial applicator license, CDL, DOT medical card, backflow certification, etc.)

➤ **Job Duties**

- The success or failure of the execution of all work performed by Turf Solutions will be his responsibility. He is “where the buck stops” and is to ensure the Turf Solutions’ goal of “Complete, Thorough, and with Excellence” is completed each day. A successful Operations Manager will wear many hats during a day’s time. The Operations Manager will be in charge of all aspects of work being done in the field by TSI technicians and sub-contractors, taking calls from customers regarding field work, and equipment repairs and maintenance.
 - Field work
 - Maintain exceptional quality by making regular visits to jobsites
 - Take calls from technicians in the field with questions. If crews are out, he should be available by phone.
 - Visit jobsites to educate and assist field staff as needed
 - Fill in as needed with field work
 - Attend educational conferences to sharpen skills and gain knowledge
 - Operations Manager will have all customer calls regarding field work routed to him including:
 - Over the phone advice for controllers and other simple problems
 - Schedule service calls, new installations, and maintenance routines
 - Answer questions about previous, current, or future work
 - Shop
 - Maintain inventory of irrigation materials
 - Maintain inventory of herbicides, fungicides, and fertilizers
 - Order materials for new construction
 - Oversee and educate crew in maintenance and repairs of machinery
 - Record keeping
 - ❖ Herbicide and fertilizer applications
 - ❖ Equipment repairs and maintenance
 - Assist Accounts Receivable with billing questions
 - In conjunction with others, help build and execute educational program to quickly make new employees useful and current employees better at their craft
 - Snow Removal
 - Snow removal is a part of winter operations at Turf Solutions and most year-round employees will have some role in those operations
 - Sales
 - As a major point of contact with customers on site, there will be many opportunities to sell additional services to customers
- This list is not all-inclusive and applications should expect his responsibilities to be widely varied, especially as seasons change.