



**I. Production Management: 50%**

**A. Planting, Construction & Installation, Maintenance and Lighting Processes**

1. Layout with Salesperson & daily communication throughout project.
2. SCHEDULE of Materials & Labor based on the job sold.
  - a) Communicates Scope & Sequence to Crew & Clients
  - b) Holds Crews Accountable to Schedule
3. Equipment & Tools needed for the job
4. Customer Communication/Relationship
  - a) Keep the informed and answer question when needed tactfully and graciously.
5. Vendor Relationships (know peoples names and faces, build trust, etc..)

**B. Reports & Communications**

1. Collects, Manages & Reviews data with Sales team

**II. Trucks, Equipment & Tools: 20%**

**A. Registration and Inspection Schedule.**

**B. Maintenance Schedule, Delegate to keep all items clean and organized**

1. Trucks
2. Equipment
3. Small Motor & Power Tools
4. Hand Tools, Hardscape boxes, Everyday Bags etc...

**C. Future Needs?**

**III. Training and Safety: 30%**

**A. Onboarding- Culture & 1<sup>st</sup> Day/Week**

1. Communicates Mission, Core Values & Guiding Principles
2. Manages Accountability of Sycamore's culture – utilizes the mission & core values to help the Team be better.
3. On board & Train New Team Leaders
  - a) Communicate and develop 30-60-90 plan
  - b) Document & Schedule Employee Medical Card's



**B. Schedule and Organize Safety Talks**

1. Who, What, When? – **Prep and Coach** the employee leading the meeting. Hold them accountable to the meeting structure: highlight core value, review safety topic.
2. Ensuring documentation of those that attend. Introduce employee and make sure meeting starts and ends on time.

**C. Hiring & Employee reviews**

1. Interviewing potential Team Leaders & Team Members
2. Develop and administer Team Leader and Member review process:
  - a) Coaching how to leverage strengths and develop weak areas.

**Operations Manager skills & proficiencies:**

- Leadership
- Communication Skills
- Delegation
- Conflict Management
- Organization
- Decision-Making
- People Management
- Data Entry Skills
- Data Processing Skills
- Dependable
- Reporting Skills
- Deadline-Oriented
- Critical Thinking and Problem Solving Skills
- Planning and Organizing
- Persuasiveness
- Influencing and Leading
- Team Work
- Adaptability
- Stress Tolerance