



Polly's Planting & Plucking, Inc.

Job Description

Job Title: Service Team Leader

Reports To: Service Manager

Benefits Available: Health Insurance eligibility, AFLAC Health Insurance eligibility, IRA with company matching contributions, paid holidays during active season, weekly paychecks, company sponsored social functions and discounted prices on retail items. Complete details are available in current Polly's Planting & Plucking, Inc. handbook.

Work Environment: All primary activities take place outdoors, primarily offsite. Polly's operates from early spring to late fall. The Service Team Leader will be expected to be prepared to work in all weather conditions dictated by the season.

Summary: Serves our clients by Training and guiding team to accomplish desired tasks by performing the following duties.

Duties and Responsibilities: Include the following and other duties may be assigned. In addition to SERVICE TEAM duties, this position must:

- Organize, manage and motivate team to complete assigned tasks.
- Train and develop team member's skills in horticulture, company standards and procedures.
- Commit to providing superior customer service and company ambassadorship within our community.
- Organize, implement and assure completion of all duties according to agreed procedures.
- Communicate effectively and clearly in writing, record keeping and verbally to team and Service Manager.
- Manage client's budgets set forth for labor and materials.
- Accurately handle material invoicing according to company procedure.
- Follow appropriate safety practices at all times onsite, in vehicle loading and operating and on client's property by monitoring team actions, equipment choice and company procedures.
- Continually develop personal skill and capabilities through ongoing training, book study and research opportunities both inside and outside company.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Upholds organizational values.
- Displays willingness to make decisions.
- Understands business implications of decisions.
- Provides vision and inspiration to peers and subordinates.
- Shares expertise with others.
- Demonstrates attention to detail.
- Writes clearly and informatively.
- Follows instructions and responds to management direction.
- Identifies and resolves problems in a timely manner.

- Looks for ways to improve and promote quality.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty often simultaneously and satisfactorily. The applicant must be able to track/maintain multiple tasks on a daily and weekly basis.

Education and/or Experience: One to 3 years related experience or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Familiar with use of common liquid measures and relationship to weights.

Reasoning Ability: Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel; reach with hands and arms and talk and hear. The employee is frequently required to stoop, kneel, crouch or crawl. The employee is occasionally required to sit, climb or balance and taste or smell. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 80 pounds. Specific vision abilities required by this job include close vision and color vision. Must be able to work in an outdoor environment.

Last Update: 2/18/2008