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| **Mock Property Services, Inc.** |  |  |  |  |  |  |  |
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|    |  |  |  |  |  |  |  |
| Job Title: |  | Lawn Care Crew Leader |  |  |  | Type of Position: | Hourly |
| Department: | Lawn Care  |  |  |  |  |  |  |  |
| Reports to:  |  |  |  |  |  |  |  |  |
|   | ESSENTAIL DUTIES AND RESPONSIBILTIES |   |   |   |   |   |   |
| 1.) Perform lawn duties such as: mowing, leaf blowing, debris removal, weeding, edging, raking, trimming |
| 2.) Responsible for job neatness and completion, crew efficiency, time management |  |  |
| 3.) Maintain assigned materials/equipment to maximize useful life |  |  |  |  |
| 4.) Maintain customer relations, correspondence, and quality control walk-throughs |  |  |
| 5.) Develop relationships within the existing customer base  |  |  |  |  |
| 6.) Drive customer satisfaction and loyalty  |  |  |  |  |  |  |
| 7.) Clean/Maintain and organize truck/tools/supplies  |  |  |  |  |  |
|  INITIAL DUTIES |   |   |   |   |   |   |   |   |
| 1.) Learn office and lawn care department procedures and policies |  |  |  |  |
| 2.) Analyze efficiency and develop strategy/ plan to increase efficiency and reduce cost |  |  |
|  REQUIRED QUALIFICATIONS |   |   |   |   |   |   |   |
| 1.) Outstanding customer service skills- ability to turn transactions into relationships |  |  |
| 2.) Strong ability to recover quickly from a service failure |  |  |  |  |  |
| 3.) Innovative thinker |  |  |  |  |  |  |  |  |
| 4.) Superior organizational skills both administratively and practically |  |  |  |  |
| 5.) Self-motivated and driven  |  |  |  |  |  |  |  |  |
| 6.) Problem solver |  |  |  |  |  |  |  |  |  |
| 7.) Ability to develop systems and procedures |  |  |  |  |  |  |
| 8.) Team player and growth minded |  |  |  |  |  |  |  |
| 9.) Committed to the values of honesty, pride in work, respect, and efficiency |  |  |  |
| 10.) General computer skills |  |  |  |  |  |  |  |  |
| 11.) Navigate over rough/uneven terrain |  |  |  |  |  |  |  |
| 12.) Observe and inspect outdoor spaces |  |  |  |  |  |  |  |
| 13.) Bend, kneel, and reach |  |  |  |  |  |  |  |  |
| 14.)Lend a helping hand to a crew under a tight deadline |  |  |  |  |  |
| 15.) Valid driver's license, insurable, negative drug test |  |  |  |  |  |