

**Mock Property Services,
Inc.**



Job Title:	Lawn Care Crew Leader	Type of Position:	Hourly
Department:	Lawn Care		
Reports to:			

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 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