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**Position:** LANDSCAPE OPERATIONS MANAGER

**Reporting To:** Landscape Branch Manager

**Positions That Report to Operations Manager:** Landscape Project Managers, Landscape Branch Administrator

**Description:** The Landscape Operations Manager must have a passion for teaching and training to work with the Branch Manager and the Project Managers to direct and oversee the daily operations of the Landscape Branch. The Operations Manager is responsible for overseeing the management of all field and administrative tasks required to support the efficient operations of all landscape design build construction projects. The Operations Manager holds the authority and responsibility for hiring, training, and evaluating Project Managers and the Branch Administrator. This position's highest priority is training Project Managers to develop them into people who can train, manage, and control their crews effectively. This individual is ultimately responsible for driving successful production in the Landscape Branch.

## **Responsibilities**

### ***Financial Operations***

- Monitors Job Costs to include close out job reviews with the Project Managers.
- Drives the accurate creation of monthly WIP (Work In Progress) reports with Project Managers
- Assist Branch Manager in preparation of annual budget and managing the branch to meet budget.
- Drive maximum production efficiencies to annual departmental budget (i.e. control all direct costs and expenses directly related to field work, as well as control unbillable labor to budget).
- Generates purchase orders/requests for departmental needs as authorized by the Branch Manager.
- Accurately completes all paperwork related to the position.

### ***Field & Yard Operations***

- Responsible for scheduling and leading pre- and post-job meetings with Project Managers and sales staff.
- Places high level of priority on spending 75% of the day in the field with crews to evaluate crews, seek opportunities for continuous improvement, and create and maintain a consistent standard of work for Villani Landshapers crews.

- Monitors the process of getting crews out the door in the morning and managing workloads and scheduling needs. Monitors all daily paperwork, and ensures that key, fleet, and fuelling procedures are followed on a daily basis.
- Responsible for supervising the daily opening and closing of the Landscape construction part of the facility/yard.
- Effectively communicates with Project Managers, Foremen, sales staff and all other management staff.

### ***People Operations***

- Working with Human Resources and Project Managers, has authority in hiring, evaluating, disciplining, and terminating branch personnel
- Responsible for developing and implementing a continuous training program to drive crew efficiencies. Trains Project Managers and Foremen to maintain and promote effective business practices in running their jobs by structuring scheduled meetings and training sessions for Foremen.
- Works closely with company Safety Manager to implement safety training and maintain safe workplace practices.
- Lead by example in all tasks, always showing Villani Landshapers' "Passion for Detail" and setting high expectations for new and existing crew members.
- Committed to continuous improvement through being open-minded to implementing creative and innovative industry best practices and improvement initiatives
- Adheres to and administers company policies and procedures and promotes company core values.
- Perform other incidental and related duties as required.

### ***Snow Operations***

- Ensures the efficient transition from landscape season to snow season and back again.
- Coordinates snow operation in conjunction with Maintenance Operations Manager by creating a proactive approach to all season's workloads including budgets, schedules, training, crew coordination and communication.
- Actively participates in the snow program throughout the season.

### **Qualifications**

- 3 years of Landscape Construction experience
- Previous managerial experience with at least 2-3 direct reports.
- Passion for teaching and training
- Ability to maintain insurable Wisconsin driver's license
- Understands how to motivate a diverse workforce
- Must be a proactive thinker/planner
- Excellent written and verbal communication skills
- Exceptional organizational and follow-through abilities
- Knowledge of computers and Microsoft programs

### **Compensation & Benefits**

- Competitive salary based on industry experience
- Employer subsidized health insurance
- Dental and vision insurance

- Company-paid life insurance
- Company-paid long- and short-term disability insurance
- Paid vacation & holidays
- Eligible for company bonus based on branch and company performance