9-6-17 Garden Operations Field Manager, Descanso Gardens, La Canada Flintridge, Open Until Filled

Position: Garden Operations Field Manager

Reports to: Director of Horticulture and Garden Operations

Overview

Descanso Gardens seeks a full-time, exempt Garden Operations Field Manager. Under the direction of the Director of Horticulture and Garden Operations, the Field Manager will manage the Garden Operations department with key areas of responsibility including managing projects in the field, weekly and end of day inspections of the grounds and facilities, delegation and assignment of work orders, preventative maintenance, planning, scheduling, and prioritizing on daily, weekly, as well as long term basis. Descanso Gardens is open 364 days a year, with staff on the grounds between the hours of 5am to 11pm.

Responsibilities

The Field Manager will provide leadership and will mentor the staff on best practices in the field. This role will act as the site contact and liaison for garden and facilities projects, and will oversee deliveries and vendors and contractors. This position will collaborate with other departments to ensure needs are met during events with regard to the facilities, equipment, personnel, and all other operational concerns. The manager will periodically review, maintain and improve an employee safety training program and related activities including documenting safety procedures, and will insure that all horticulture and maintenance activities are performed in accordance with OSHA standards, Descanso’s own safety practices, and its IIPP. The Field Manager is responsible for managing the department’s Gardeners, Maintenance technicians, third party contractors, and temporary employees. When the Director of Horticulture and Garden Operations is off-site, the Field Manager will be responsible for managing the Garden and Grounds. This is a 40-hour-a-week, full-time, exempt position with an anticipated weekly schedule of Wednesday through Sunday with Monday and Tuesday off. The Field Manager may also be scheduled for evening hours and holidays as necessary, depending on the needs of the organization. Schedules may change seasonally.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES include but are not limited to:

* Perform daily, weekly and monthly field inspections of the grounds, vehicles, and facilities to insure the gardens and facilities are operational, safe, beautiful, and clean.
* Manage the work and purchase order process for maintenance and horticulture.
* Observes, documents, and takes action on the needs of the Gardens, in order to maintain the high quality experience for visitors, the highest level of customer satisfaction, and consistent excellence in horticultural presentation and collections management.
* Acts as manager onsite for the operations and horticulture department for weekends and some holidays.
* Coordinates safety measures, staff, and contractors for emergency calls, repairs, leaks, tree-falls, and other problems that require quick decision making in order to make the gardens safe for the public, employees, and volunteers.
* Supervise and manage Gardeners and Maintenance I staff.
* Collaborate with Horticulturists, Maintenance II staff, and Director of Horticulture and Garden Operations to schedule workers and workdays in order to accomplish seasonal maintenance and special projects.
* Oversees project management of horticulture, construction, and maintenance projects. This may include up to 20 hours of work in the field, driving equipment, or leading staff, contractors, or volunteer work crews on plant care or facilities maintenance. May also act as a point of contact for construction and project managers on large-scale capital projects.
* Act as supervisor and contact point for onsite contractors, including but not limited to cleaning services, septic maintenance and pumping, pest control, first aid supplies, alarm monitoring, tree crews, and trash service. Insure contractors are meeting their obligations, working and driving safely in a public garden setting. Manage bidding process every 3-5 years.
* Supervise temporary employees, equipment rentals, and projects.
* Conduct and document safety trainings throughout the year. Perform and document safety inspections.
* Organize once-weekly offsite purchasing for maintenance and horticulture. Working with the Operations Coordinator, the manager will perform all off campus purchasing and act as contact point for all deliveries of plants, tools, and supplies for garden operations.
* Provide technical and maintenance support on processes, projects, and work with garden operations staff on a day-to-day basis.
* Inventory and restock all horticulture and maintenance tools with the assistance of the Operations
* Coordinator. Manage the Maintenance shop, tool sheds, nursery, gardens, facilities, and surrounding area in a clean, well-organized fashion and insure that employees use and keep all tools, equipment and supplies clean, labeled, organized, and safe.
* Monitor and improve resource use at the gardens, including water, electricity and recycling.
* Working with the Operations Coordinator, insure that vehicle maintenance logs are completed and
* preventative maintenance is occurring on vehicles, hvac, plumbing, and electrical systems.
* On-boards and trains new staff members in the Operations Department.
* Maintains and updates maps, logs, and blueprints as repairs and changes occur. Works with the Plant Records Coordinator to coordinate horticulture and maintenance staff in order to map irrigation systems, paths, and facilities on a GIS mapping system. Works with Operations Coordinator to keep blueprints and equipment manuals and paint chips organized and up to date. Updates building, facilities and MSDS logs as repairs and purchases occur.
* Manages community service projects and workdays with volunteers and volunteer groups.
* Administrator for security system.
* Works closely with staff in other departments to produce and ensure work is produced on time and meets performance and organizational goals.
* Develop and maintain a network of professional contacts to advance the image and/or operational wellbeing of Descanso Gardens.
* Completion of other job related duties, as assigned.

EQUIPMENT USED and PHYSICAL DEMANDS:

* Computer, printer, phone, fax, backhoe tractor, bobcat, 1/8th replica diesel train, golf cart, cushmans, trucks, gardening equipment, irrigation pipes, walkie-talkie.
* 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.
* The ability to walk, kneel, bend, stoop, sit, crouch, drive vehicles, and climb ladders.
* Occasional wading in and working with water.
* The ability to lift and carry 50 lbs., occasionally, but not routinely.
* Exposure to various noise levels on a daily basis.
* Ability to work both indoors and outdoors as required.
* Ability to work at heights and in confined spaces.
* Ability to work extended periods of time both walking and/or standing.
* Must be physically able to walk various distances to a variety of locations within the Gardens, which are not accessible via motor vehicle, and must be able and willing to work outside in all weather conditions.

QUALIFICATIONS AND REQUIREMENTS:

* Minimum of five years general supervisory experience including performance management, project management and the like, with a strong understanding of technical, financial, horticultural, engineering, or building trade. Scheduling, project management and staff management and capital planning required.
* Associates degree in a relevant discipline or vocational training or certification in any engineering or trade required. Bachelor’s degree preferred.
* Must be familiar with IBC, NFPA, ADA and OSHA standards.
* Competence in MS Outlook and MS Excel required; advanced experience with MS Office applications preferred.
* Excellent organizational, planning, and problem-solving skills and the ability to prioritize multiple projects with overlapping timelines.
* Strong work ethic and ability to work successfully as a member of a team.
* Valid Class C California Driver’s License required. Clean DMV record required.
* Must possess excellent interpersonal and communications abilities to build effective, collaborative
* relationships within and outside of Descanso Gardens Guild.
* Solid political agility to work through organizational issues.
* Personnel management, which includes, but is not limited to, hiring procedures, employee development, and performance management, coaching, and mentoring.
* Knowledge of diverse groups, working with a multicultural workforce, and a sensitivity to, and
* appreciation for cultural differences.
* Effective oral communications skills with the ability to interact with employees at all levels of the
* organization as well as with vendors, consultants and the visiting public.
* Ability to define problems, collect data, establish facts, and draw valid conclusions or solutions.
* Knowledge of project management principles, practices, techniques, and tools.
* Knowledge of and commitment to customer service principles, techniques, systems, and standards.
* Flexibility to change and a well-developed ability to perform under various levels of stress, imposed by frequent deadlines and peak workloads essential.
* Other critical attributes include a high degree of warmth, strong interpersonal communication skills and a well-developed sense of humor. It is essential that the candidate have the flexibility and philosophical orientation to function effectively with staff, team members, visitors, and volunteers throughout the organization.

Compensation: Starting at $55,000

To Apply:

* Interested parties may apply by submitting a MS Word or PDF letter of interest and resume to
* jobs@descansogardens.org with GOFM1704 in the subject line. Only those meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept resumes until the position is filled.
* No phone calls, please.
* Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value.
* Each employee will be considered on the basis of individual ability and merit, without regard to race, color, age, religion, national origin, disability, sexual orientation, sex, or marital status.