



Our Mission: To create and maintain beautiful, useful, and healthy outdoor spaces for people and the planet.

Director of Operations Job Description

The purpose of this position is to participate in the leadership of the organization and supervise all operations activities in both the Landscape and Gardening Departments.

Job Duties and Responsibilities

- Reflect GreenWeaver's core values of Quality, People, and Environmental Stewardship in all aspects of work.
- Oversee all aspects of Landscape and Gardening Departments.
- Build and train a high-performance team and supportive culture, directly managing Field Supervisor and Gardening Coordinator and indirectly managing Crew Leaders, Stewards, Crew Members and Gardeners.
- Troubleshoot daily operational issues, ensuring uninterrupted delivery of services and maximizing productivity.
- Investigate and resolve customer complaints or concerns to the satisfaction of the client while protecting the company.
- Inspect projects, monitor quality, and develop plans for any necessary corrective action.
- Lead weekly Operations Meetings, attends inter-departmental and other meetings, and contributes to topics at hand.
- Develop departmental budgets and manage both their costs and operational efficiencies.
- Coordinate with other departments within the organization to ensure that company needs are met in a timely and efficient manner.
- Look for and suggest companywide improvements aligned with Core Values.
- Promote efficiency and monitor overtime.
- Develop and manage landscape and gardening skills training programs in conjunction with Field Supervisor and Gardening Coordinator.
- Develop and manage safety training programs in conjunction with Field Supervisor and Gardening Coordinator ensuring operational safety compliance.
- Plan for off-season by identifying and prioritizing billable work and managing non-billable work.
- Keep up to date on industry trends and best practices, implementing new techniques as appropriate.
- Other duties as required or assigned.