



Garden Support Assistant

Job Description

Position:	Garden Support Manager
Department:	Garden Support
Reports To:	Owner
Job Type:	Part time with future Full time opportunity, Hourly position

Position Overview

- ✔ This is a supervisory role. The purpose of this role is to work directly under the owner as the primary lead to complete critical tasks related to installation and maintenance of raised bed vegetable gardens all across the greater Austin area. We perform every step of the service for clients from building the kitchen gardens to maintaining them on a regular schedule. This role will report to job sites all over the greater Austin area from Dripping Springs to Georgetown. You will arrive at the time and location designated in our remote scheduling phone app and oversee 2-3 Team Members of the Garden Support Team perform duties as assigned, such as moving gravel, soil, lifting and leveling garden beds, assembling trellises, planting plants, pruning and tending the vegetable gardens, harvesting, clean up and much more. You will create employee schedules and fix employee time errors in time tracking software. You will coordinate contracted crews, instructing them to follow the contracted design, order and receive material deliveries and keep everything on track. A confident leadership nature that is resilient and able to handle changing circumstances in the moment is a must. You will keep track of inventory at the company storage, retain a company credit card for purchases, regularly pick up supplies such as plants and need a reliable personal vehicle that can transport garden related products such as small hand tools, a few bags of soil and a few flats of plants. Someone focused on working effectively, following the company processes, being highly responsive and dedicated to the success of the company and our clients is required. This is a critical role, dedicated to ensure a smooth, high quality, client-focused experience for new garden builds and maintaining existing gardens. This position takes place outdoors and requires physical work in all kinds of weather. You will use tools such as wheelbarrows, shovels, and other garden hand tools. Since we have projects all over town of various sizes and types, tasks and routines may transition quickly and strong versatility is a must.

Responsibilities (tasks associated with the role)

- ✔ Ability to work well with others as a team player and lead by example is a must.
- ✔ Reliable internet and work set up at home to sign on to regular Zoom meetings and access to a printer.
- ✔ Arriving on time to assigned job location, wearing required uniform, bringing tools you have been issued and performing tasks as assigned.
- ✔ Using shovels, wheelbarrows and other hand tools.
- ✔ Light-to-medium garden work such as moving gravel and soil, lifting and placing wooden raised beds and trellises, installing landscape fabric and pavers, trimming and removing plants, delicate tending, planting plants and much more.
- ✔ Maintaining safe and tidy work practices that keep yourself, your teammates and the client's property safe and protected.
- ✔ Ability to use our remote time tracking and scheduling app on a smart phone or home computer as well as communicate and receive assignments via our Slack workspace.

Requirements (and expected proficiencies to excel in this role)

- ✔ High school diploma or equivalency
- ✔ Access to reliable transportation that can carry garden supplies such as plants and soil bags.
- ✔ Resourceful, hard working, careful, highly communicative, proactive nature
- ✔ Familiarity working with plants and a high willingness to learn and adhere to our methods and techniques.
- ✔ Willingness to appear on social media
- ✔ Ability to lift 40lbs and perform physical work outside in a wide variety of weather conditions over several hours.
- ✔ Passion for exceptional customer service
- ✔ Fluent proficiency in English. Spanish fluency a plus but not required.
- ✔ 2 (minimum) years of Customer Service experience
- ✔ 2 (minimum) years of leadership experience
- ✔ 2 (minimum) years of either vegetable gardening or general landscape work
- ✔ Clean criminal background check and driving record

Metrics (Expected Results)

- ✔ Completed tasks and projects with a high level of efficiency, accuracy, and quality, on schedule.
- ✔ Maintain client satisfaction levels that result in upsells and renewals of client contracts.

This job description is not all-inclusive and certain activities, duties or responsibilities may be required of the employee as needed.