Job Title: Operations Manager/Consultant
Reports To: Company Owner, Urban Tree Management, Inc 650-321-0202
Position Aim: This position has two main functions:
a. Daily Production/Crew Management/Client Satisfaction
b. Tree Survey/Report Writing/Consulting

Minimum Qualifications and Experience:
- Bachelor’s degree in Horticulture, Agriculture, or related discipline or field experience.
- Motivated to gather relevant information, lead projects, special assignments and teams with little supervision.
- Bilingual (Spanish/English) is a plus.
- Understanding of state and municipal regulations and reporting.
- Experience in dealing with high net worth customers, their staff and related teams.
- Flexible and able to respond quickly to changing job demands and prioritize multiple responsibilities, self-directed.
- Experience with developing and leading new sales is a plus.
- Crew/Personnel/Equipment Management Skills.
- Excellent communication skills, both verbal and written.
- Working knowledge of MS Outlook and MS Office including Excel spreadsheets.
- Tree Valuations.

Responsibilities:
- Daily management of production crew (12 people): establish contact with customers, be sure field crew is aware of job parameters/goals, identify all hazards and prevent possible damages, be sure crew and equipment are professional in function and appearance. Remainder of day spent writing tree surveys and doing consultations and writing reports. End of day: check in on production crews and insure client expectations are met.
- Exercise all means to be attentive to clients and exceed their expectations.
- Safety: manage and administer the work safety program.
- Conduct and follow through with regular employee reviews.
- Foster a positive Team Environment.
- Document daily activities, safety violations, employee issues, payroll.
- Serve as a Company Representative to Client Teams of Staff, Architects, Landscape Architects, Estate Managers, Landscape and Building Contractors, etc.
- Administer the Client Satisfaction Survey.
- Attain/maintain ISA Certified Arborist License.
- Attain/maintain TCIA Certified Tree Care Safety Professional Training.

Note: Description not all inclusive.
Pay: Commensurate with experience + benefit package: ½ medical, pension and profit-sharing plan/401K, New Electric Car provided, paid time off/holidays.