

Position: Operations Field Manager
Department: Horticulture & Garden Operations
Status: Full-Time, exempt, 40 hours weekly
Reports to: Director of Horticulture and Garden Operations

JOB DESCRIPTION:

Under the direction of the Director of Horticulture and Garden Operations, the Operations Field Manager is responsible for managing the Facilities and Maintenance Operations department; key areas of responsibilities include, but are not limited to managing field projects, scheduling and implementing preventative and ongoing maintenance issues with an emphasis on safety issues. The field Manager will assess and manage independent contractors, ensuring contractors provide the highest quality of service to the gardens and that contractors have proper insurance levels maintained. This position monitors operations to assure that the garden operations are conforming to standards established by Descanso Garden Guild, OSHA, and regularly updates records for this department.

The Operations 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, vendors, and contractors. This position will collaborate with other departments to ensure the needs are met during events with regards to the facilities, equipment, personnel, and all other operational concerns.

The Operations Field Manager will periodically review, maintain and improve an employee safety training program for all Descanso staff. Related activities include documenting safety procedures, and will ensure that all horticulture and maintenance activities are performed in accordance with OSHA standards, Descanso's own safety practices, and its IIPP.

Descanso Gardens is open 364 days a year, with staff on the grounds between the hours of 5 am to 11 pm. In the event that the Director of Horticulture is off grounds, the Operations Field Manager is responsible for management issues. The Operations Field Manager will be the first point of contact for emergency response.

JOB CLASSIFICATION:

This is a full-time, 40 hours per week, exempt with an anticipated weekly schedule to be determined. This position includes evening and/or weekend hours including holidays as necessary, depending on the needs of the organization.

ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES include but are not limited to:

- Perform daily, weekly and monthly field inspections of the grounds, vehicles, and facilities to ensure the gardens and facilities are operational, safe, beautiful, and clean.
- Manage the work and purchase order process for maintenance, and horticulture.
- Observe, document, and take action on the needs of the Gardens, in order to deliver the highest quality visitor experience and consistent excellence in horticultural presentation and collections management.

- Provide active onsite management for the horticulture and garden operations department during weekends and holidays as needed.
- Coordinates with staff and contractors and implements safety measures 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.
- Responsible for Occupational Safety and Health Administration (OSHA) compliance and unannounced OSHA Compliance Safety Health Officer (CHSO) visit,
- In charge of maintaining the Injury and Illness Prevention Program (IIPP).
- Supervise and manage Facilities and Maintenance staff including annual staff reviews.
- Collaborate with Horticulture, Maintenance, and Director of Horticulture and Gardens Operations to schedule workers and workdays in order to accomplish seasonal maintenance and special garden projects.
- Oversee project management of construction, and maintenance projects. This may include up to 20 hours of work in the field, driving equipment, or leading and supervising staff, contractors, temporary employees, or volunteer work crews on facilities maintenance. May also act as a point of contact for construction and project managers on large-scale capital projects.
- Act as a supervisor and after-hours contact point for onsite contractors, including but not limited to MBR maintenance, septic maintenance and pumping, pest control, first aid supplies, alarm monitoring, security systems, tree crews, equipment rentals, and trash service. Ensure contractors are meeting their obligations, working and driving safely in a public garden setting. Manage bidding process every 3-5 years.
- Conduct and document staff-wide safety training throughout the year. Perform and document staff-wide safety training inspections.
- Organize once-weekly offsite purchasing for maintenance and horticulture. Working with the Operations Coordinator, the Operations Field Manager will perform all off-campus purchasing and act as a contact point for all deliveries of tools and supplies for garden operations.
- Provide technical and maintenance support on processes, and projects, and work with garden operations staff on a day-to-day basis.
- Inventory and restock all maintenance tools with the assistance of the Operations Coordinator. Manage the maintenance shop, tools, shed, facilities, and surrounding area in a clean, well-organized fashion and ensure that employees use and keep all tools, equipment, and supplies clean, labeled, organized, and safe.
- Monitor and improve resource use in the gardens, including water, electricity, and recycling.
- Working with the Operations Coordinator, ensure that vehicle maintenance logs are completed and preventative maintenance is occurring on vehicles, HVAC, plumbing, and electrical systems.
- Onboard and train new staff members in the Garden Operations Department including driver training.
- Maintain and update maps, logs, and blueprints as repairs and changes occur. Work 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. Work with Operations Coordinator to keep blueprints and equipment manuals and paint chips organize and up to date. Update building, facilities and MSDS logs as repairs, and purchases occur.
- Manage community service projects and workdays with volunteers and volunteer groups.
- Work 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 well-being of Descanso Gardens.
- Perform other job-related duties, as assigned.

EQUIPMENT USED:

Computer, printer, phone, backhoe tractor, bobcat, 1/8 replica diesel train, golf carts, trucks, gardening equipment, irrigation pipes, two-way radio.

PHYSICAL DEMANDS:

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.

- Ability to walk, kneel, bend, stoop, sit, crouch, drive vehicles, and climb ladders.
- Occasional wading in and working with water.
- 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 of 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, staff management, and capital planning are 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 application 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 Descanso Gardens Guild.
- Solid political agility to work through the organizational issue.
- Personnel management, which includes, but is not limited to, hiring procedures, employee development, performance management, coaching, and mentoring.
- Knowledge of diverse groups, working with a multicultural workforce, and 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 well-developed ability to perform under various levels of stress, imposed by frequent deadlines and peak workloads is essential.
- Other critical attributes include a high degree of warmth, strong interpersonal communication skills, and 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: Commensurate with experience.

To apply: Interested parties may apply by submitting an MS Word or PDF **Letter of Interest and Resume** to jobs@descansogardens.org with **OFM2204** in the subject line. Only those meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept Letters of Interest and 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 and applicant will be considered on the basis of individual ability and merit, without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, marital status, physical disability, mental disability, medical condition, genetic information, protected military or veteran status, or any other characteristics.