

JOB TITLE: GARDEN SERVICE LEAD

General Job Description

The Garden Service Lead serves as the on-the-ground representative of the Garden Service Manager, ensuring the quality and success of client gardens. This role focuses on identifying and resolving garden issues, overseeing irrigation systems, coordinating crew needs, and maintaining strong communication with both management and clients. Additionally, the position is responsible for conducting post-construction garden evaluations and ensuring long-term garden health.

Key Responsibilities

Client Management

- Attend Garden Service (GS) client meetings, document discussions, and submit meeting minutes.
- Participate in weekly internal GS meetings and provide detailed documentation.
- Review client garden service needs at least one week before scheduled visits.
- Advocate for client requests, ensuring timely completion of tasks, procurement of materials, and schedule adjustments.
- Estimate and present budgets for additional services, such as seasonal enhancements or planting additions.
- Clearly communicate service expectations, deliverables, and timelines to clients.

Garden Oversight & Maintenance

- Conduct regular site visits during service appointments to monitor garden progress and identify potential issues.
- Communicate findings with the foreman, document with photos, and organize reports in shared folders.
- Diagnose and address plant health concerns, pest problems, and maintenance needs.
- Assess gardens for improvement opportunities, including irrigation upgrades, plant replacements, and maintenance enhancements.

Crew Coordination

- Work closely with the GS Foreman to ensure crews have the equipment and materials for each project.
- Relay observations and issues from site visits to the Garden Service Manager for appropriate action.

- Act as a liaison between clients and the field crew to ensure clear and effective communication.

Irrigation Monitoring & Adjustments

- Understand irrigation principles, programming, and local water regulations.
- Regularly assess and optimize irrigation systems to ensure plant health and water efficiency.
- Assist GS Foremen with seasonal irrigation inspections and necessary adjustments.
- Perform routine summer irrigation checks to detect issues.
- Gain familiarity with various irrigation controllers and troubleshooting techniques.

Post-Installation Evaluation

- Conduct comprehensive garden assessments following new installations, monitoring plant health and establishment.
- Adjust irrigation settings as needed and document all changes.
- Maintain organized records of garden progress with detailed reports and photos.
- Notify the Garden Service Manager or Construction Supervisor of any urgent concerns or scheduling needs.

Material & Plant Sourcing

- Assist with plant pickups as needed.
- Evaluate plant quality upon delivery, ensuring all selections meet company standards.

Ideal Candidate Qualifications

- Strong knowledge of Central Texas plants, irrigation systems, and garden maintenance best practices.
- Experience coordinating crews and managing project logistics.
- Excellent communication and organizational skills.
- Ability to work independently and as part of a team in outdoor environments.
- Comfortable using technology for documentation, scheduling, and reporting.
- Valid Texas Driver's License and ability to travel between job sites as needed.