



Garden Care Is Our Business – People Are Our Strength

In business for over 20 years, **Lawrence Park Garden Care (LPGC)** is a group of dedicated professionals who take pride in providing our company's **Award-winning** and organic services. **We are currently looking for goal-setters who are optimistic, positive and productive.**

Quality and Standards Manager **Full time, Seasonal**

Job Summary:

Provides quality and timely service of the company's work requirements for the client through the recruiting, selection, training and supervision of field staff. Our QS Manager will have a strong work ethic and will be diligent to promote a safe working environment for staff and for our clients.

Duties & Responsibilities:

- Report to: President
- Ensures a safe and hazard free work environment for all employees
- Recruit, interview and select personnel needed to efficiently staff the service function
- Plans and conducts on going training for field service personnel in customer service skills, technical and safety policies and procedures.
- Ensures the appropriate number of new employees in the field service function become certified as required by company policy/provincial law.
- Monitors and executes facility and yard organization and maintenance.
- Monitors and ensure the efficient use of materials and equipment by field employees.
- Ensures appropriate scheduling and maintenance of vehicles and equipment.
- Assists owner and managers in developing annual budget
- Performs site assessments for quality, exactness, completeness and conformance to LPGC Field Standards and to update as needed.
- Practice, respect and enforce the Field Employee Guidelines.
- Maintains morale among field personal and actively promotes teamwork between the design department and field staff.
- Evaluates quality of service provided to customers and develops procedures to minimize customer complaints.
- Evaluates performance and administers disciplinary actions consistent with company policy.
- Works with other managers to identify ways to ensure a desirable customer retention level.

Qualifications:

- Strong work ethic and professionalism, self motivated, showing team spirit and possessing an overall great attitude
- Working knowledge of all aspects of general landscape work and construction
- Proven horticultural, plant identification and plant care/maintenance knowledge
- Knowledge of the Ontario Health and Safety Act
- Ability to read and understand landscape drawings
- Excellent problem solving and multi tasking skills
- Proficient with computer software programs including Word, Excel and Outlook
- Attention to detail, excellent communication skills and a positive customer service attitude
- Able to read and interpret general business periodicals, professional journals, technical procedures or government regulations
- Ability to write reports, business correspondence and procedure manuals
- Ability to effectively present information and respond to questions from groups of manager, specialists, customers and the general public.
- Physically fit and able to perform training demonstrations
- A degree or diploma from university, college or horticultural school or equivalent, 5 years related experience and/or training or equivalent combination of education and experience
- Valid 'G' class driver's license & clean abstract
- St Johns first Aid Certificate and updated CPR (mandatory)

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- Machine operator experience preferred (both heavy and light)

Perks:

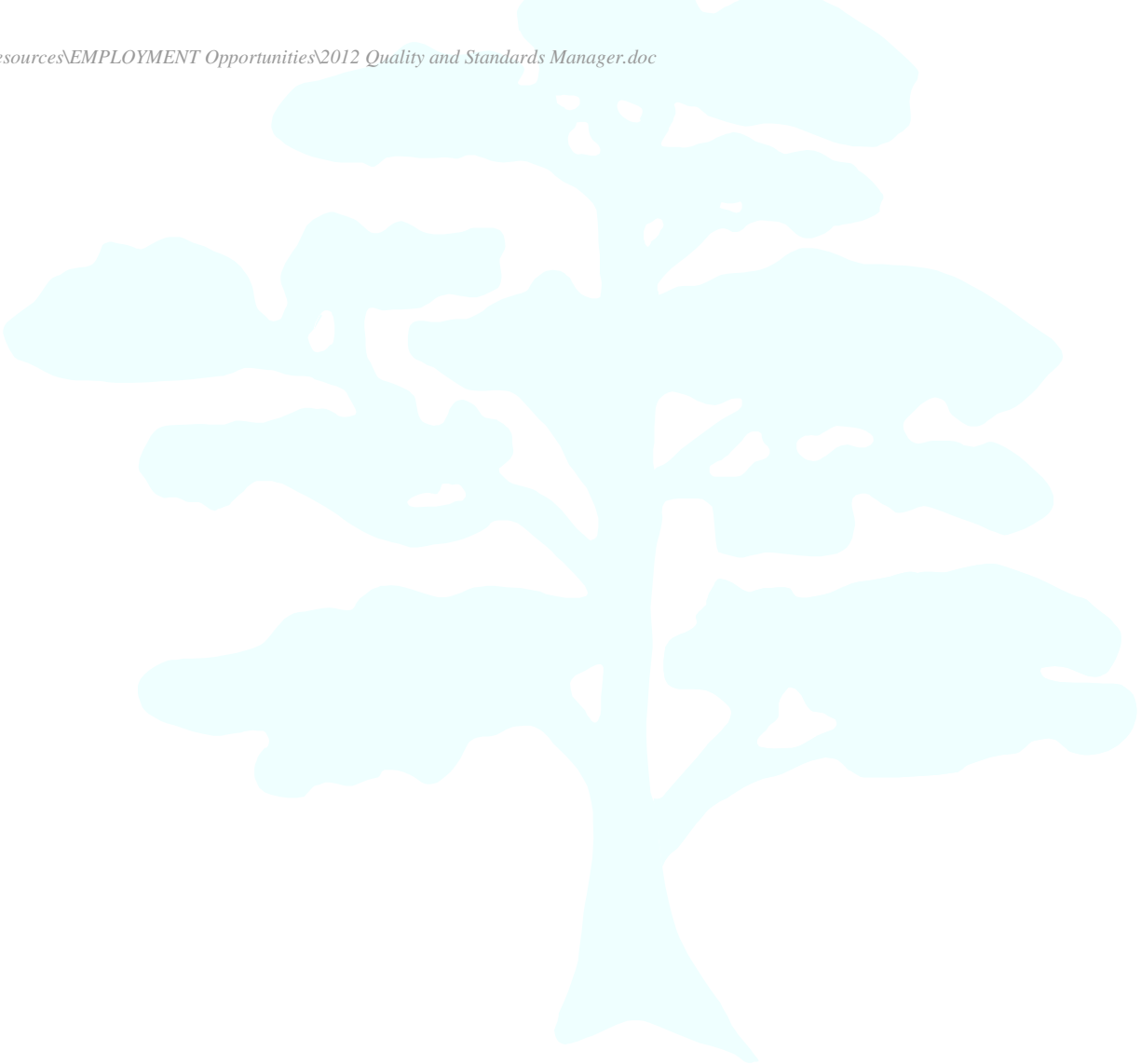
- Great atmosphere, established company, consistent work
- Free parking at main office, easy TTC access from Downsview Subway Station
- Employees are eligible for benefits after 12 months of work service.
- We offer competitive hourly wages which will be based on qualifications and experience.

Send resume and references to: jacquie@lawrenceparkgardencare.com

Fax: 416-631-0200

Thank you for your interest, however only qualified applicants will be contacted for an interview.

Ref: Human Resources\EMPLOYMENT Opportunities\2012 Quality and Standards Manager.doc



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