



Posting Contact: Jessica Stowell, jessica@poplarpointstudio.com

Job Description: Production Manager

Job Type: Full Time, 12 months

Poplar Point Studio is the premier horticulture and fine gardening service in the Finger Lakes Area. We are focused on making great gardening accessible – offering services from regular garden maintenance, garden coaching, plant design & selection, garden installations, annual & container plantings, holiday décor and garden workshops.

Working here means more than being part of a team – it is a family. We care deeply about our customers as well as those that we work with – directly on the team, or indirectly with vendors and suppliers. We are passionate about sharing our knowledge of horticultural practices, and strive for continuous learning in everything we do. At the core of PPS are driven horticulturists, creative problem solvers, and conscientious land stewards who are dedicated to providing expert green industry services.

The Production Manager is responsible for ensuring the enhancement crews at Poplar Point Studio run reliably and efficiently while maintaining the quality standards of the company; additional tasks involve the planning, purchasing and organizing involved with the production process. The Field Manager is also responsible for the growth and development of the enhancement team members.

The ideal candidate for the Production Manager position would be someone who:

- Cares about serving others and the overall delivery of excellent service experience
- Quick on their feet, able to triage competing priorities and solve problems
- Has working knowledge of landscape plants, techniques and best practices
- Has strong experience with landscape installation practices; both hardscape and softscape
- Has experience managing and overseeing multiple operations simultaneously
- Excellent communication skills, both with internal and external stakeholders
- Has a passion for mentoring and training others
- Likes to have fun in life and has a positive attitude
- Strong work ethic - gets satisfaction from working efficiently and confidently
- Has excellent time management and interpersonal skills
- Works well as part of a leadership team as well as independently complete tasks

Job Duties would include:

- Manage weekly schedules of 3-15 team members
- Perform site inspections to ensure consistent quality standards
- Provide technical advice and feedback loop for Team Leaders during projects
- Coordinate all of the ordering and delivery of plant materials, hardgoods, equipment, tools and supplies needed for enhancement projects
- Help with large or complex projects as a technician when needed, especially operation of equipment, delivering materials or use of specialized equipment
- Develop and maintain relationships with vendors and subcontractors
- Manages subcontractors by division as needed
- Address complaints and resolve subcontractor and vendor issues
- Review and analyze timesheets as well as invoices for accuracy

3901 Long Hill Road, Moravia NY 13118 P: 607-645-3034

www.poplarpointstudio.com

- Analyze and implement new operational efficiencies
- Review key division metrics monthly with the Leadership Team and make operational adjustments as needed
- Review enhancement proposals for accuracy and scheduling impacts
- Set project goals and timelines for all queued properties
- Facilitate periodic check-ins and evaluations for all division team members
- Assist in the hiring and onboarding process for division
- Assist with employee training and development in division
- Assist with employee disciplinary measures when necessary

Minimum Qualifications:

- Valid NYS Drivers License, clean driving record
- Must be at least 21 years of age
- High school diploma or GED certificate required
- Degree in horticulture related field, or 5+ years experience in green industry preferred
- 5+ technical experience in hardscape installation, site work or other landscape installation techniques
- Customer service experience, particularly in high end residential

Skills, Knowledge & Abilities:

- Proficient horticultural skills: weeding, pruning, deadheading, edging, raking, mulching, planting, transplanting, dividing etc.
- Proficient plant identification; bulbs, annuals, perennials, shrubs, ornamental trees, evergreens etc.
- Large equipment operation & safety
- Advanced knowledge of power tools & equipment needed for installation work
- Strong logistics, organization and operational skills
- Excellent problem solving skills
- Attention to detail and accuracy
- Excellent customer service and interpersonal skills
- Ability to multitask, overseeing several operations at once
- Ability to prioritize tasks and manage time effectively
- Email and computer skills: google drive, MS Office, LMN and CRM software
- Professionalism, effective communication in any form

Physical Demands:

- Occasional night and weekend work as needed (peak busy season, client requests, special event support)
- May be exposed to heat, cold and wet weather conditions
- Physically capable to safely perform bending, twisting, stretching, rotating, kneeling, pushing, pulling and lifting satisfactorily



Special conditions/requirements

- Required to wear closed toed work shoes and appropriate fitting clothes
- Gloves, safety glasses, uniforms and hand tools are all provided by Poplar Point Studio