

**Job Title:** Director of Landscape Operations  
**Reports To:** Executive Director  
**Starting Salary:** \$75,000



Share your passion for plants and people to make lasting change in Hartford. This position provides a unique opportunity to share your love of trees and landscaping to advance KNOX's mission to connect and empower our communities to grow a greener, healthier Hartford.

The Director of Landscape Operations leads efforts to ensure KNOX landscape operations support the programs of the organization and the needs of Fee-for-Service customers. The Director will focus on cultivating and managing the Fee-for-Service portfolio, growing the skills of the KNOX Hort Team, and planning equipment maintenance, care, and replacement. The right candidate will have excellent business development, supervision, customer service, and landscaping skills. To successfully meet the needs of the organization this position must work effectively with other departments within the organization, as well as the diverse populations in our community. Work is completed on-site and throughout the Hartford community.

## **RESPONSIBILITIES**

### **Organizational Leadership**

- Lead development and implementation of Fee-for-Service plan to generate over \$775,000 in annual revenue.
- Actively participate in management team to improve organizational culture, teamwork, and performance.
- Attend monthly meetings of KNOX Board of Directors.

### **Business Development**

- Develop new Fee-for-Service leads to diversify the KNOX portfolio.
- Maintain records for Fee-for-Service customers and leads through CRM Platform (currently, DonorPerfect).
- Direct and manage landscape maintenance contracts; including development of bids and proposals to renew existing contracts and secure new business.
- Conduct quality reviews and regular site visits of landscape work and customer satisfaction analysis.
- Develop and maintain work logs/records to track activities and efficiency of landscape operations.
- Oversee sales, planting, and maintenance of 250 flowering planters annually.

### **Landscape Operations**

- Lead and implement KNOX efforts to restore Hartford's Tree Canopy by planting 500-1,000 trees annually.
- Design, quote, and implement landscape installation projects for customers.
- Supervise 4-6 staff members of KNOX Hort Team, including conducting quality reviews of work, and supporting staff development.
- Hire, train, and manage seasonal help as needed.
- Work with Manager of Workforce Development to engage, train, and team workforce development apprentices in supporting landscape operations.
- Monitor and enforce safety policies, proper procedures for landscape activities, and professional standards.
- Train team to operate all equipment and tools properly and safely.
- Support program goals of the organization including garden maintenance, volunteer events, tree plantings, etc.

### **Equipment Planning**

- Maintain tools and equipment in a safe and serviceable condition, including overseeing maintenance and repairs and replacement.
- Develop and implement an inventory control system to promote security and serviceability of equipment.
- Lead long-term planning for equipment/vehicle needs, including capital replacement strategy.
- Secure proper tools and materials to effectively serve customers and needs of organization.

## **QUALIFICATIONS**

- Commitment to KNOX's mission and to fostering a culture of teamwork and respect.
- 3 to 5 years of experience leading landscape projects, including tree planting, landscape maintenance, and design.
- Experience supervising staff, including at least 2 years managing successful teams.
- 2 years of business development experience.
- Ability to operate landscaping equipment.
- Excellent customer service skills.

- Effective computer and software skills including Microsoft Office Suite.
- Experience collaborating on highly performing teams.
- Ability to present information effectively, both verbally and in writing.

To apply, send a cover letter and resume to [patrickd@knoxhartford.org](mailto:patrickd@knoxhartford.org)

*KNOX, Inc. is an Equal Opportunity Employer (EOE.) Qualified applicants are considered for employment without regards to age, race, religion, sex, national origin, sexual orientation, disability, or veteran status.*