



## JOB DESCRIPTION

<b>Job Title:</b>	<b>GROUNDS MAINTENANCE MANAGER</b>
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<b>Department:</b>	Buildings & Grounds	<b>Community:</b>	Sunnyside - Harrisonburg
<b>Reports to:</b>	Buildings & Grounds Director	<b>FLSA:</b>	Exempt

<b>Job Summary:</b>	The primary responsibilities of the Grounds Maintenance Manager are to assign work and supervise the grounds crew in all aspects of grounds and turf maintenance, related equipment and supplies, be responsible for all phases of grounds maintenance; keeping an attractive and safe campus and assisting the Buildings & Grounds Director in the development and implementation of a positive work environment.
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### Qualifications:

- Experience in landscape architecture, horticulture, plant science, forestry, agricultural engineering, or related field is required; plus five years' experience in landscape/hardscape maintenance, integrated pest management and storm water management preferably within a college or university campus or similar environment.
- Three years of experience leading or supervising a team of landscape technicians, required.
- Experience in vehicle/equipment fleet maintenance and preventative maintenance programs.
- Ability to read, design and implement landscape layouts.
- Ability to process information accurately, make appropriate decisions and take appropriate action based upon the information available.
- Ability to prioritize, trouble shoot, multi-task, manage time and lead team to accomplish goals.
- Current Virginia driver's license and meets driver eligibility requirements per Sunnyside policy HR069 required.
- Pesticide Applicator certification or ability to obtain.
- Ability to work occasional weekends, evenings and through severe weather conditions.
- Strong verbal communication skills.
- Strong customer service skills; maintain a hospitality approach to engaging with all individuals.
- Proficiency with computers and related technology with an emphasis in maintaining databases for staffing allocations, materials inventory controls, vehicle and equipment maintenance inspection programs, computerized maintenance management system (CMMS), employee time keeping systems, and irrigation control systems.

### Standards:

- Adhere to all company policies and procedures; set a good example for others.
- Attend/complete all in-services, training and meetings as required by Sunnyside.
- Meet all training requirements as required by Federal and State regulations and by Sunnyside.
- Demonstrate a commitment to safety by following safety rules & guidelines; follow good housekeeping practices, take proper care of equipment and perform job duties and responsibilities in a safe and responsible manner.
- Be dependable, reliable and punctual with attendance; plan appropriately for absences when possible.

- Show initiative and drive within scope of job responsibilities; show initiative without needing direction but ask for clarification, correct errors and request assistance in timely manner, handle unexpected situations calmly and efficiently to minimize problems.
- Show commitment to giving quality service and make continuous efforts to improve; consider accuracy & appearance of work, learn from mistakes while taking action to reduce errors and understand the role quality plans in customer satisfaction.
- Understand and respond to resident/customer needs; give complete and timely responses and always be respectful and courteous while following through with communication efforts.
- Take responsibility for decisions, actions and results.
- Work as a team player within department and with other Sunnyside departments; coach and encourage others on a regular basis, contribute to positive morale and spirit within the team and embrace change/adjust to changing responsibilities.
- Communicate effectively with residents, family members, guests, co-workers, supervisors, etc.; actively listen and clearly share information demonstrating effective oral and written communication.
- Exercise good time management practices while maintaining quality of work; plan and organize work load to ensure job duties are handled efficiently and effectively and provide timely responses to those who request information.
- Ensure personal hygiene, appearance and dress; present neatly groomed appearance and follow department dress code ensure identification badge is worn where visible.
- Demonstrate dependability, reliability and punctuality. Report to work when schedule, ready to work.
- Ensure all emergency preparedness practice drills and protocols are followed.

#### Essential Job Duties:

- **Leadership** – Demonstrate good leadership skills. Develop trust and credibility with employees by demonstrating fair, honest and ethical behavior. Coach, inspire and evaluate employees on a regular basis. Set expectations, align performance goals with Sunnyside goals and provide feedback. Set expectations and recognize achievements among employees on a regular basis. Manage conflict and poor employee performance constructively and consistently while documenting in alignment with progressive discipline.
- **Inclusiveness** – Show respect for people and their differences. Engage the talents, experiences and capabilities of others. Work to understand the perspective of others.
- **Problem Solving** – Exercise good problem solving skills. Identify problems and conduct appropriate analysis of situation. Search for best solution and involve others as needed. Respond quickly to new challenges.
- **Decision Making** – Make clear, consistent decisions while demonstrating integrity in all decision making. Distinguish relevant from irrelevant information in decision making process. Make timely decisions. Take responsibility for decisions, actions and results. Always act in best interest of Sunnyside and residents when making decisions.
- **Quality Improvement** – Strive for efficient, effective, high quality performance in self and employees. Deliver timely and accurate results. Show resilience when responding to situations that are not going well.
- Supervise employees on work orders, maintenance and projects to be completed daily while treating employees fairly and consistently. Ensure work orders are completed correctly, in timely manner and good quality is maintained.
- Provide technical support for evaluating and implementing new projects; ensure they are carried out in the most efficient and effective manner and share knowledge throughout the project to ensure quality work.
- Diagnose and correct maintenance issues related to grounds maintenance. Resolve the issue(s) and return equipment and systems to good working order.
- Safely use all tools necessary for landscaping and general maintenance.

- Ensure new hires are oriented and trained to the department as well as ensure all employees are appropriately trained for their jobs, equipment, etc.
- Comprehend and analyze equipment specifications, labels and schematic drawings often placed on the equipment in tight spaces and fine print; access and understand all pertinent information to perform job.
- Comprehend and analyze blueprints, work orders and instructions in order to complete assigned tasks and essential job duties on daily basis; ask for clarification if information is unclear.
- Perform snow and ice removal from roadways on campus, driveways, parking lots, walkways, entrances, etc. Be proactive with use of chemicals on walkways, parking lots, etc. as needed.
- Communicate work performance to employees; conduct performance evaluations within designated time periods and counsel or issue disciplinary action as needed to improve employee performance.
- Assist with inventory control and purchasing procedures; ensure inventory used is recorded/logged and ensure sufficient inventory supply is maintained.
- In absence of B&G Director coordinate all grounds maintenance to ensure services are not compromised and all work, systems, projects continue without lapse.
- vEnsure appropriate staff levels are maintained with qualified and trained employees; participate in hiring process by reviewing applications, conducting interviews, making selections, etc.
- Other duties as assigned.

<b>Work Environment:</b>	This job operates in an indoor and outdoor environment with varying weather and temperature conditions, varying outdoor surfaces and a wide range of landscaping grades.
<b>Physical Demands:</b>	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. The employee is frequently required to routinely sit, stand, reach, lift, bend, kneel, stoop, climb, push and pull items weighing 50 lbs or less and occasionally more than 75 lbs. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures.
<b>Work Hazards:</b>	General hazards related to operation of tools and functionality of maintenance systems on campus; varying surfaces which could be wet, icy, muddy, etc. Hazards related to exposure and handling of chemicals and supplies as well as possible exposure to heat and cold. Minimal hazards if universal precautions are followed.

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| <input checked="" type="checkbox"/> Paid Personal Leave                               | <input checked="" type="checkbox"/> Paid Sick Leave                             |
| <input checked="" type="checkbox"/> Paid Vacation Leave                               | <input checked="" type="checkbox"/> Paid Holidays                               |
| <input checked="" type="checkbox"/> Medical Insurance with Prescription Drug Coverage | <input checked="" type="checkbox"/> Dental Coverage                             |
| <input checked="" type="checkbox"/> Vision Coverage                                   | <input checked="" type="checkbox"/> Company Paid Life Insurance                 |
| <input checked="" type="checkbox"/> Company Paid Short-term Disability Insurance      | <input checked="" type="checkbox"/> Company Paid Long-term Disability Insurance |
| <input checked="" type="checkbox"/> Flexible Spending Account                         | <input checked="" type="checkbox"/> 401(k) Plan with Company Match              |
| <input checked="" type="checkbox"/> Supplemental Life, Accident & Cancer Insurance    | <input checked="" type="checkbox"/> Tuition Assistance                          |
| <input checked="" type="checkbox"/> Uniform Reimbursement                             | <input checked="" type="checkbox"/> License Reimbursement                       |
| <input checked="" type="checkbox"/> 24 Hour Wellness Center Usage                     | <input checked="" type="checkbox"/> Employee Assistance Program                 |

## **Sunnyside Retirement Community ArbNet Accredited Arboretum Description**

Sunnyside Retirement Community is a nationally and internationally recognized nonprofit Life Plan Community located in the heart of the Shenandoah Valley of Virginia. Situated on more than 150 acres in Harrisonburg, the campus is comprised of villas, cottages, garden homes and apartments for independent living, as well as assisted living, memory care, skilled nursing, and long-term care. It is enfolded by magnificent mountain views, open spaces, spring-fed ponds with fish, wooded stretches including 34 acres of hardwood forest, native plant gardens, protected riparian areas, marked nature/walking trails and strategically placed benches.

Sunnyside has an active Resident Green Committee with a mission to provide education and advocacy, and address the needs of the local habitat. Its members work collaboratively with Sunnyside's administration and grounds team on planting plans, as well as ways to eliminate invasive species and add native trees and plants.

The Resident Green Committee has placed identifying markers on over 130 trees. To assist residents and visitors on the walking/nature trails, they have created maps and handouts with detailed descriptions of trees and native plants. Both are accessible electronically or via handouts in strategic campus locations. Additionally, there are 35 bluebird nest boxes which are monitored by committee members with data being sent to the Virginia Bluebird Society.