



**Human Resources**  
**POSITION DESCRIPTION (HR 120)**

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**CLASSIFICATION:** Administrator II  
**WORKING TITLE:** Landscape Manager

**DEPARTMENT:** Facilities Operations  
**FLSA:** Exempt  
**INCUMBENT:**

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**PURPOSE:**

Facilities Operations is a department within Facilities Management and Development, a unit of the Administration and Finance Division responsible for managing operations, maintenance, and repair of University facilities. The purpose of the Facilities Operations Department is to provide quality maintenance and minor repair and renovation services that meet or exceed our customers' expectations.

The Landscape Manager has assigned management and full supervisory responsibilities for the daily coordination and delivery of landscape services. Responsibilities include establishing landscape maintenance and project priorities, procuring all materials and contracts for services, managing all aspects of personnel management, and other administrative duties.

**DUTIES AND RESPONSIBILITIES:**

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

ESSENTIAL JOB FUNCTIONS Daily 90%

**Personnel Management**

- Directly supervise, assign, schedule, establish priorities, and review daily work assignments for staff including, Lead Groundworkers, Groundworkers, Irrigation Specialists, Pest Control and Spray Specialist, and Equipment Operators.
- Inspect work and complete written performance evaluations for all assigned staff.
- Responsibility to foster a culture of service excellence; and serve as a role model and mentor to motivate staff to improve their quality and responsiveness of service.
- Provide and establish required and recommended trainings for all assigned staff in the areas of daily facility operations, safety, and procedures.
- Serve as hiring manager on the committees for recruitment and selection of landscape staff.
- Evaluate employee performance and provide feedback, support, training, correspondence, and administer progressive discipline when applicable.
- Report and review employee work injuries and assure information is reported completely and accurately. Oversee employee workers compensation claims and compliance with work restrictions.
- Assure compliance with the collective bargaining agreement.

**Operational Management**

- Implement and monitor university, department, and unit policies and procedures.
- Assure quality standards are implemented for the landscape functions within Facilities Operations and perform area inspections.
- Evaluate supplies and equipment needs and prepare written specifications. Assess the needs of each individual based on daily area assignments to provide optimal services.
- Work with customers to determine that needs/expectations are being met.
- Make recommendations for equipment and landscape purchases, including ordering supplies and services, approving invoices, tracking purchases on spreadsheets, working with vendors, and gathering cost information.
- Maintain the accounting, storage, and condition of landscape equipment and vehicles for their designated areas.
- Participate in strategic planning for the landscape of campus. Provide recommendations for long and short-term goals.
- Administer work with outside contractors. Assure completion of projects in a timely, efficient, economical, and consistent manner.
- Coordinate with other trades in Facilities Operations on projects relating to landscaping.

- Coordinate Facilities Operations involvement with special events, such as Open House, Presidential events, and Commencement. Coordinate Landscape Services participation for Athletic events.
- Support the campus recycling and waste diversion programs.
- Assign, schedule, coordinate, document, and approve activities of Road Crew. Supervise heavy equipment operator and associated equipment.
- Maintain orderliness of Facilities Corporation Yard.
- Assist campus community with pest control concerns of non-agricultural applications. Answer/coordinate work center calls regarding pest problems or rodent call, diagnose pests, symptoms, or damage. Give recommendations and provide assistance.
- Assign, schedule, coordinate, document, and approve activities and payments to off campus Pest Control Contractor.

### **Administrative Duties**

- Train and counsel employees as needed on safe work process and practices. Report unsafe conditions and take appropriate steps as needed to correct those conditions.
- Utilize Facilities Maintenance software to obtain work orders and produce a preventative maintenance schedule.
- Report daily time and attendance to administrative support staff for payroll and tracking.

### **OTHER JOB FUNCTIONS**

As Needed 10%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

### **MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:** Bachelor's Degree and AND five (5) years of progressively responsible experience working in a large maintenance department, with at least two (2) years in a management/supervisory role.

**LICENSES, CERTIFICATES, DEGREES, CREDENTIALS:** Possession of a valid driver's license or the ability to obtain by date of hire.

### **REQUIRED QUALIFICATIONS (SKAs):**

- Thorough knowledge of methods, materials, and equipment necessary for landscape maintenance, including sports turf management, pest management, irrigation management, and arboriculture.
- Demonstrated ability to interpret landscape plans and organize complex landscape projects using common horticultural practices.
- Knowledge of or the ability to quickly learn methods and procedures necessary in the development, maintenance, and construction of NCAA Division I athletic facilities.
- Comprehensive knowledge of effective personnel management practices and supervisory skills, including recruitment, training, performance assessment including establishment and monitoring of goals and objectives, motivation and professional development, corrective actions and progressive discipline.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Understand and ability to interpret the complexities of Collective Bargaining contracts, negotiation, grievance procedures, and associated labor laws/statutes.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism as well as establish and maintain cooperative working relationships with clientele such as students, staff, faculty and co-workers.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Experience working with contractors, vendors, and building professionals.
- Ability to read and write at a level appropriate for the duties of the position and follow verbal and written instructions.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated knowledge and understanding of safety in the work place and ability to observe safety requirements and safe work practices and methods as required.
- Excellent time-management, planning, and organizational skills and ability to multi-task, while attending to detail, and meet the demands of multiple deadlines. Ability to adapt to organizational, procedural, policy, and technological changes.

- Maintain high quality/standards of work, leadership, ethics, commitment, and professional responsibility and judgment. Ability to represent the university and its interests in a professional and conscientious manner.
- Ability to work independently, take initiative, and utilize creative problem solving.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

**PREFERRED QUALIFICATIONS:**

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- A degree in Environmental Horticulture or related field.
- Pest Control Advisor's License (CA DPR), Qualified Applicator Certificate (CA DPR), Arborist Certification (ISA).

**SPECIAL CONDITIONS:**

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work various shifts, including weekends, occasional holidays, and adjust working hours to meet special jobs. Must be able to receive off hours phone calls regarding campus problems needing immediate attention and coordinate responses as needed.
- Occasional long hours and unusual shifts.
- Ability to perform work involving regular physical activity.
- Ability to stoop, bend, walk, and kneel on a regular basis.
- Ability to safely move up to 50 pounds on a routine basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).