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Job Description: Tree Care Crew Leader	
Reports to: Tree Care Manager	Department: Tree Care
Location: Plainfield IL	Date: 05/24/2018

The following is a list of specific duties which are considered to be essential functions of the Tree Care Crew Leader position. The list is not exhaustive as all positions at Acres Enterprises, Inc. are dynamic. This is consistent with our need to be flexible and responsive to the needs of our customers. The employee who occupies this position is expected to assume any/all duties assigned by management irrespective of whether such duties are specifically included in this list. While an effort has been made to thoroughly describe the customary manner in which this job is performed, reasonable accommodation will be made for qualified individuals with disabilities who may not be able to perform the job in the manner indicated.

MAJOR OBJECTIVES:

The main objectives of the Tree Care Crew Leader position are to coordinate and supervise field production crew members during operations for the tree production services. Major objectives include working in conjunction with the Tree Care Manager to provide leadership, training, quality control, safety compliance, and support for their particular work unit during all company field operations. They will manage and provide daily supervision and support for all field production staff including, but not limited to climbers and groundsman. They will be responsible for maintaining efficiencies, safety compliance, and the quality of production through proper and consistent communication with crew members, clients, regional account managers, and account managers. The Tree Care Crew Leader will also be expected to maintain a positive image for Acres in the field and in the industry.

ESSENTIAL FUNCTIONS:

- Climb trees for pruning and removal while maintaining the A.N.S.I. Z133.1 safety standards.
- Prune trees according to A.N.S.I. A300 pruning standard.
- Work with team to clean up resulting debris (i.e. brush, branches, logs, etc.)
- Monitor hours and job cost, making required adjustments as necessary in order to achieve continuous improvement of production efficiencies.
- Provide training to all crew members on job specific best practices and standard operating procedures; while working towards continuous improvement of safety awareness and incident avoidance.
- Assure that all jobs are completed with the highest safety standards and quality standards in accordance with A.N.S.I. A300 (quality) and Z133 (safety).
- Working with the Tree Care Manager, Regional Account Managers, and the Account Managers towards continuous improvement of work efficiencies and safety compliance.
- Utilize an established accountability system to monitor service requests and service response in order to continuously improve upon the quality and timeliness of our services.
- Conduct or participate in weekly crew meetings, providing pertinent operation information, establishing work completion timelines, equipment requirements, and provide support as required.
- Provide an avenue for all production crew members to become involved in the quality improvement process through constructive feedback and total involvement.
- Plan daily and weekly activities in conjunction with the Tree Care Manager to ensure appropriate crew coverage under all weather conditions and develop a contingency plan in order to make adjustments in a timely fashion.
- Communicate and work to resolve scheduling or equipment conflicts and assist in identifying when overtime is needed in order to meet customer and company deadlines.
- Enforce all Acres Group policies and procedures relative to uniform usage, alcohol issues, safety, job briefs, and other handbook items.
- Assist with making recommendations to Tree Care Manager when disciplinary measures must be taken in compliance with Acres progressive discipline processes.
- Ensure overall quality and safety of work through property evaluations, spot site inspections, pre-trip and

- post-trip vehicle inspections, and periodic infield site safety inspections.
- Provide pertinent information and communicate priorities to the production operation team to facilitate appropriate scheduling of work, i.e., maps, service, special requests etc.
- Participate in the development of standard operation procedures for the department.
- Provide suggestions and assist in implementing solutions in conjunction with the work being performed on site, with a goal of continuous improvement of company, industry and A.N.S.I. standards.
- Participate in the development and continuous improvement of our Company safety program.
- Provide exceptional customer service when interacting with clients and promptly resolve service issues in order to ensure constant customer satisfaction and to eliminate the need for repeat visits to a client to resolve service issues.
- Assure that paperwork is completed accurately and submitted with appropriate signatures in a timely manner; including daily logs, DOT vehicle books, billing documentation, completed work orders, etc.
- Work closely with the fleet manager, parts manager, and shop mechanics to assure that the proper maintenance, repair, and upkeep of all divisional vehicles and equipment.
- Work with the sales and production teams acting as direct liaison, between sales, production and office support staff.

REQUISITE KNOWLEDGE, SKILLS, & ABILITIES

- The ability to withstand extended exposure to various weather conditions year-round.
- The ability to dismantle trees in a controlled manner while working with a team.
- The ability to climb an arborist rope dynamically as well as static.
- The ability to climb rope or tree up to 80" with equipment and PPE.
- The knowledge of advanced rigging techniques and equipment.
- The ability to lift up to 50 lbs independently or 125 lbs team lift.
- The ability to effectively coordinate and complete numerous activities simultaneously, even under changing weather conditions with limited resources.
- The ability to use independent judgment to develop creative solutions to problems that arise.
- Excellent communication skills, both written and verbal, in order to communicate with our clients both internally and externally.
- Knowledge of D.O.T. policies and regulations and ability to comply with these regulations.
- Ability to communicate in both English and Spanish to safely perform work procedures and communicate with clients on a day to day basis on the jobsite.

PREREQUISITES:

- Prior crew leader experience and/or 2 years or more of climbing experience in regular day to day operations.
- A clear understanding of A.N.S.I. A300 pruning standards as well as A.N.S.I. Z133 safety standards and the ability to utilize these standards to ensure safe work practices.
- Tree pruning and climbing field experience including the ability to operate all equipment and tools utilized within the climbing industry.
- Certified Arborist – (preferred but not required)
- CDL Driver License (required) Class A with (air brake) endorsement.
- A driven work ethic and a passion for continuous education within the tree care industry.
- **PAY UP TO \$30.00 per hour** with top notch benefits!!

Employee Signature

Manager Signature

Date

Date

