

**Company Overview:**

Livingstone Landscaping Ltd., headquartered in Brandon, is the premier landscaping firm in Southwestern Manitoba and Southern Saskatchewan. We are committed to exceptional customer service and have a team of skilled professionals who specialize in delivering top-tier landscape solutions. We offer a friendly and rewarding work environment, competitive wages, and comprehensive health benefits.

Job Title: Sales & Operations Manager

Wage: Competitive, commensurate with experience

Reports to: General Manager

Purpose:

The Sales & Operations Manager drives the seamless integration of sales and operational workflows, ensuring efficiency, effectiveness, and continuous improvement across all facets of the organization. This executive-level position serves as a pivotal link between sales, production, and executive teams, fostering alignment and collaboration to achieve company objectives and advance the business toward its vision.

The role focuses on training and developing a high-performing team of managers who are skilled in teaching, managing, and optimizing their respective areas. By providing project-based feedback, the Sales & Operations Manager enhances operational efficiency and refines sales estimating accuracy. Through the enforcement of quality standards and the promotion of a culture of collaboration, the position creates an environment of growth, alignment, and continuous evolution.

Duties and Responsibilities:*Budget & Cost Management*

- Monitor and work to minimize job costs
- Review job wins and losses with Operations and Sales Teams in weekly meetings
- Assist the General Manager in preparing the annual budget
- Drive maximum production efficiencies
- Accurately completes all paperwork related to the position.

Production Team Management

- Conduct production meetings with operations and sales teams
- Conduct daily check-ins with project and division managers
- Ensure project and division managers are meeting the expectations of their role. (Review their plan for the day)
- Ensure inspection of assets are done daily
- Enforce gate time regimen
- Help the team set and achieve quarterly objectives
- Drive the team achieve quarterly objectives
- Delegate responsibility of opening/closing our yard

People & Risk Management

- Communicate HR needs with the PCD Leader
- Review and assist with implementation for training programs
- Works with the Safety Administrator to ensure safety compliance
- Committed to continuous improvement in yourself and team members
- Promote core values.

Snow Operations

- Ensures the efficient transition from landscape season to snow season and back again. See Season Transition SOP
- Oversees snow operations with the respective Snow Managers

Sales Team Management

- Help set sales goals per salesperson based on the annual and divisional budgets
- Analyze sales data and monitor individual sales performance through regular 1:1's and weekly sales meetings
- Help the team set and achieve quarterly objectives
- Act as a liaison between sales and operations

Key Performance Indicators

Budget & Cost Management

- Maintain job cost variance within 5% of project estimates
- Achieve annual departmental budget goals by driving production efficiencies, controlling costs, and removing obstacles
- Complete purchase orders and departmental paperwork with zero errors

Production & Sales Team Management

- Ensure 100% of projects are delivered with scheduled timelines and budgets
- Coordinate the daily deployment of crews with minimal delays (less than one hour/day) across all teams. See Gate Time SOP
- Create schedule for site inspections with the goal of testing PM involvement, crew status, and project execution. Use this to evaluate PM, Crew, Logistics, and Shop performance.
- Achieve on-time material delivery from suppliers for at least 95% of projects
- Meet or exceed sales goals within 90% of budget

People & Risk Management

- Work with PCD Leader to drive 100% participation in structured training sessions for the project managers, division managers, and foremen.
- Reduce workplace incidents by 20% year-over-year through effective safety training implementation
- Work with crews and safety officer to ensure compliance with workplace safety policies for 100% of active projects

Snow Operations

- Transition between landscape and snow operations with 100% readiness by the assigned deadlines

Qualification Requirements:

- 3 Years of landscape construction or project management experience preferred.
- 3 years of managerial experience
- Passion for teaching and training
- A valid Manitoba Driver's License
- Understand how to motivate a diverse workforce
- Must be a proactive thinker/planner
- Excellent written and verbal communication skills
- Exceptional organizational and follow-through abilities.
- Knowledge of computers and Microsoft programs
- Ability to identify and utilize the strengths of others.



LIVINGSTONE LANDSCAPING

► Quality, Creativity, Technical Expertise

Work Conditions:

Physical Conditions:

The duties of this role are carried out both in an office environment and outdoor setting as required.

- Sits at a desk using a keyboard and office equipment (daily).
- Uses hands, arms, and shoulders when using various office equipment (daily).
- Lifts and move up to 50 lbs. (occasionally).
- Ability to cross uneven ground when doing construction site visits.
- Ability to work outside when doing site visits for safety.

Psychological/Stress Conditions:

This position's workload and environment do not generally increase employee emotional or stress levels.

- Interruptions and requests from multiple areas (daily).
- Multitasking (daily).
- Job demands versus time constraints (daily).
- Periods of intense concentration when meeting deadlines and during peak periods (occasionally).
- Participates in group decision-making and projects.

Work Conditions:

This role works independently and in a team environment.

- Works in a shared and consultative manner with other employees (daily).
- Wide variety of tasks with the ability to manage multiple unrelated projects and make independent decisions (daily).
- Self-motivated and quality-driven to perform independent projects (daily).

Note: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent. The qualifications are not designed to limit the opportunities for interested candidates but to provide them with an understanding of the level of expertise required in this position.

The conditions described are representative of those that an employee must meet to perform the essential functions of the position successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform basic functions.

The successful candidate must do a Police Information Check (PIC).

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Employee Name: _____

Manager Name: _____

Employee Signature: _____

Manager Signature: _____

Date: _____

Date: _____