

Horticulture Field Manager (Account Manager)

The Horticultural Society of New York (The Hort) is seeking a **Horticulture Field Manager (Account Manager)**. This individual enjoys a busy, mission-driven environment, can prioritize tasks as needed to meet short deadlines, works hard with a can-do attitude; is able to adapt and excel in rapidly changing circumstances; is highly collegial, a team player, and pays excellent attention to detail.

The mission of the Horticultural Society of New York is to sustain the vital connection between people and plants. Our social service and public programs education and inspire, growing a broad community that values horticulture for the many benefits it brings to our environment, our neighborhoods, and our lives.

For over two decades, The Hort has provided low-cost landscape and garden design, remediation, construction, and maintenance services for under-resourced organizations and groups. These projects increase food access, improve air and water quality, and enhance the overall quality of life for low-income and disadvantaged families. The Hort helps to create green spaces that improve the health, well-being and enjoyment of the constituents. Our professional horticulturists, horticultural therapists, and gardeners work with our transitional workers and local residents to create ornamental gardens, urban farms, communal gardens, green roofs, rain gardens and rainwater harvesting systems for communities in underserved areas.

Projects are primarily sourced from supportive and affordable housing, health service providers, drug rehabilitation facilities, city schools, public libraries, and other organizations as well as private and public garden spaces. This position will oversee garden maintenance and projects in a timely and professional manner while managing a work crew consisting of field supervisors, gardeners and assistant gardeners. This position will also work with our participants in our transitional workforce program (individuals who are looking to develop skills and experience as gardeners). This position requires one to work independently and manage multiple projects at once while communicating progress and issues on site to the Senior Director and Director of Horticulture. This position works to not only physically manage the accounts but will coordinate and communicate with clients on the site to make sure the necessary tasks are completed.

Summary/Objective: Under the supervision of the Director of Horticulture and the Senior Director of Horticulture, the Account Manager will work with managing all field aspects of the Hort's Horticulture Department to complete Hort projects and train transitional employees in job skills through horticulture.

Direct Reports: Field Supervisors/Gardeners/Assistant Gardeners

Responsibilities

- Supervising of Staff (field staff and transitional staff)
 - Provide direction and mentoring for field supervisors, gardeners, assistant gardeners
 - provide hands-on training and professional development skills for participants
 - monitor progress of participants and report to supervisors
 - Winter Programming
 - Assist staff with technology development and proficiency
 - Create/teach horticultural info-sessions for staff

- Operations
 - Lead/coordinate a field crew performing horticultural maintenance and installations
 - Troubleshoot logistical challenges and general conflicts as they arise
 - Driving vehicle to site
 - Vehicle care
 - Organization of vehicle to make sure team is prepared for jobsite
 - Responsible for taking care of inventory of tools, supplies, and uniforms
 - Make sure to coordinate with the Assistant Director of Landscaping Services to order appropriate tools and supplies when necessary
 - Assist with horticultural and landscape projects' logistics
 - send team schedules
 - provide input/feedback on logical improvements
 - Survey condition of sites
 - document status of job site
 - communicate improvements needed or issues
 - Take photos of all sites to document progress and for social media or promotion use
- Administrative/Contract Help
 - When necessary put together contract proposals for prospective clients.
 - Communicate with clients on site to assure tasks are completed as needed to the client's satisfaction.
 - Create landscape designs for existing contracts and contract proposals
 - Receipts, timesheets, and other relevant paperwork as necessary
 - Create/update site maps
 - Improve and create sustainability practices/initiatives
 - Aid Program Development Manager with communication to partner organizations
 - Help with outreach
 - Attend meetings to further relationships with the Hort's workforce development program.
 - Help with administrative tasks such as timesheets and agreements with partner organizations

Required Qualifications

- Horticulturist/gardener with 3 or more years of hands-on experience designing, building, and maintaining urban green spaces, gardens, and urban farms
- Horticulture Certificate, 4 year degree, or equivalent experience
- Experience managing multiple staff members
- Interest in working with participants in a transitional workforce program to enhance their well-being through active or passive involvement in plant and plant-related activities
- Knowledge of green infrastructure design and implementation
- Valid New York State Driver's License
- Excellent communications skills, including ability to take initiative and perform follow-up
- Excellent computer skills

- Ability to work independently and manage multiple projects at once
- **All new hires must be fully vaccinated against COVID-19 by their start date**

Details at a Glance

This full-time position works Monday through Friday from 9am to 5pm.

Benefits

The Hort offers full-time employees a generous vacation package, sick leave, personal leave, 10 paid holidays, and the opportunity to enroll in our medical plan (of which the Hort pays a portion).

How to Apply

To be considered please email a thoughtful cover letter, resume, salary requirements, and two references to Lauren Keane-Farrell at jobs@thehort.org with 'Horticulture Field Manager (Account Manager)' in the subject line. No phones call.

The Hort is committed to workplace diversity and inclusion. It is an equal opportunity employer and does not discriminate on the basis of race, ethnicity, age, religion, gender, marital status, sexual orientation, disability, veteran status, political orientation or any other characteristic protected by federal state or local law.