

## Operations Manager

Tree Solutions Inc. is seeking an individual to manage operations for our consulting arborist group, which is a local small business.

The Operations Manager is our center hub, serving as the primary point of contact for our group of consulting arborists, getting them what they need to efficiently work in the field. The successful candidate will develop an understanding of individual arborist skill sets to help manage workloads, and will communicate with each arborist regularly, in person and over the phone.

They will also work closely with our Project Coordinator and Principals, responding to inquiries, executing contracts and managing the company's pipeline. The person in this position receives the majority of work requests for our company, and is instrumental in helping clients understand the unique services we offer. The Operations Manager handles a heavy volume of internal and external emails and phone calls. This person will sometimes be the only one in the office as arborists are in and out of the field daily. Must be highly organized with excellent communication skills, memory retention, and exceptional attention to detail.

We are a group of hard-working, mission-driven people – we value strong interpersonal relationships, a healthy work-life balance, a passion for the outdoors and the ability to get a job done efficiently. We take great pride in our work and have exceptionally high standards for ourselves and our industry.

This is a full-time position (40 hours per week) for someone passionate about a career in the landscape or environmental consulting industry. Applicants must have a consistent schedule and be available weekdays, including Monday, ideally between the hours of 9am-5pm. This is an office-based position.

### Job Functions

- **Manage pipeline and arborist workloads:** Collaborate closely with Principals to prioritize what work we take on. Work closely with arborists to keep schedules full, while avoiding overload. Track active projects and balance workload as needed to maintain team efficiency.
- **Client intake:** Respond to new work requests over email and phone, educate clients on our services, clearly explain timelines and service fees, and execute new contracts for residential services.
- **Arborist support:** Be proactive in providing support, including regular check-ins with each arborist. Provide office support to arborists in the field. Set up arborist projects. Make travel reservations for out-of-town field work, etc.
- **Administrative support:** Schedule weekly and quarterly internal meetings, manage testing equipment, and arborist calendars.
- **Manage physical office:** Computer network, phones, library, supplies, tidiness.
- **Track fleet vehicles and advanced testing equipment:** Weekly calendar assignments, track and schedule maintenance.
- Maintain a cheerful and helpful attitude with all clients and co-workers while maintaining a high degree of efficiency. Proactive and willing to take on a broad array of tasks for both the administrative and consulting aspects of the business.
- Role can expand with an individual's interests and skill set, including marketing, and assisting arborists with proofreading and editing reports.

### Required Skills / Qualifications

- **3+ years of relevant experience in an administrative or project management role.**
- **Experience managing people.**
- **Excellent written and verbal communication skills**, including phone and email etiquette/tone. Be comfortable in a sales role.
- Strong leadership and communication skills.
- **High level** of proficiency in Microsoft Word, Excel, Google Suite, Asana, Airtable, and Streak.
- Excellent time management and prioritization skills. Able to pivot quickly and thrive in an active work environment while remaining detail-oriented.
- Must be able to **think critically, make decisions, and take action** when working independently.
- Professional demeanor and positive attitude.
- Passion for the environmental field.

### Salary

Compensation is \$60,000 - \$85,000, depending on experience. Benefits for full-time positions include PTO for sick leave, paid holidays, health and dental insurance, and retirement plan contributions.

Send a formal letter of interest and resume, attached to an email to [careers@treesolutions.net](mailto:careers@treesolutions.net). Please include your favorite tree in your cover letter.