



The Arbor Group is hiring!!!

We are a rapidly growing commercial tree care service provider serving Southern California, seeking a Vice President of Operations to join our organization. We are elevating the industry to the highest standards using technology, innovation, creativity, and integrity. We are seeking someone to match our drive as a company. If you are someone that enjoys being part of a fast-paced and dedicated team, always providing the highest level of service, expertise, and professionalism, we invite you to apply today!

Vice President of Operations, The Arbor Group LLC

Job Summary:

The Vice President of Operations is the boots on the ground leader, managing and optimizing all personnel, equipment, and safety. They are responsible for planning, directing, coordinating, and overseeing the day-to-day operations within the organization. They ensure operations efficiency, working alongside direct reports, and cost-effective systems to meet current and future organizational needs. A dynamic and engaged leader with a passion for success and growth.

Responsibilities:

- Responsible to lead and manage a growing 50 man field operations team, through direct reports (Operations Manager, Production Manager, Safety Officer, Crew Leaders) at two locations with more to come
- Establishes, implements, and communicates the strategic direction of the organization's operation
- Utilizes KPI's (Key Performance Indicators) in strategic planning
- Able to make high stake decisions
- Care for each of our employees like family, as the company is rooted in "take care of our people so they can take care of our customers"
- Effective use of technology, labor, equipment, and resources
- Collaborates with Ownership to develop and meet company goals
- Provides expertise and guidance on operations projects and systems with team
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline organizational processes
- Establishes, communicates, and implements operations related policies, practices, and standards, to ensure effective and consistent support and execution
- Reviews and approves staffing requirements for projects
- Responsible for meeting and exceeding operational budget
- Reviews monthly performance reports and metrics with ownership to ensure budget is met
- Maintains knowledge of emerging technologies and trends in operations management
- Identifies training needs, with Safety Officer, to ensure proper training is developed and provided
- Ensures overall job quality, customer satisfaction, and retention
- Visits job sites regularly to meet with customers, optimize job performance, and proactively provide resolutions to any challenges that arise

Required Skills/Abilities:

- Excellent verbal and written communication skills
- Strong analytical and problem solving skills
- Ability to create a strong team environment
- Exemplary customer service skills
- Outside of the box thinking, and tech savvy, creating new innovative standards in the industry
- Exceptional supervisory and leadership skills
- Excellent organizational skills and attention to detail
- Extensive knowledge of principles, procedures, and best practices in the tree care industry

Education and Experience:

- Bachelors degree in Business Administration, Logistics, Engineering, or other industry related field preferred, but not required
- Minimum 10 years operational experience, including 5 years in upper management, preferred
- Certified Arborist preferred; or required within 1 year of hire
- TCIA Safety Certifications preferred; or required within 1 year of hire

Please email resumes to Larry Martony at lmartony@thearbgrp.com