



Go Where the Grass is Greener™

Lawn Technician
Job Description

Lawn Technician Introduction



Executive Summary

Join Lush Lawn as a Lawn Technician and become an essential member of our dedicated team on the front lines of our business, handling production and meeting customers. At Lush Lawn, we focus on delivering Next Level Lawn Care, tree care and pest control services. As a Lawn Tech, you will play a pivotal role in ensuring the quality of our work and the satisfaction of our valued customers.

Your Role

As a Lawn Technician, you will step into a production position that is crucial to our success. Your primary responsibilities will revolve around ensuring that customer expectations for lawn care, tree care and pest control are met or exceeded. You will deliver **Next Level Lawn Care** services, including fertilization, weed control, core aeration, mole control and more. Your attention to detail and dedication to quality will directly influence the health and beauty of our customers' lawns and their satisfaction with our services.

Why Lush Lawn?



Career Growth

Lush Lawn is committed to your professional development. We provide training and development opportunities to help you advance in your career in the green industry. As a Lawn Technician, you have the potential to grow into various leadership roles, including Service Manager overseeing big teams. Eventually, you can work your way to the position of Branch Manager.



Team Leadership

We foster a collaborative team environment where every member's contribution matters. Your dedication and industriousness will be instrumental in the success of your Branch and your commitment to excellence will be recognized and rewarded.



Work-Life Balance

We understand the importance of work-life balance and offer flexible scheduling options to accommodate your needs and lifestyle.



Quality Focus

Lush Lawn takes pride in its commitment to delivering the best lawn care services. We call it Next Level Lawn Care. You'll have the resources and support to maintain our high standards and ensure customer satisfaction while achieving your production goals and your personal goals for growth.

Lawn Technician Introduction



Your Impact

As a Lawn Technician at Lush Lawn, your role directly impacts the quality of our work and the satisfaction of our customers. Your operational and customer service skills and dedication to excellence will help us exceed customer expectations and maintain our reputation as a top-rated lawn care, tree care and pest control company.

Ready to Join Our Team?

If you have a passion to succeed in the lawn care industry and are ready to take on a fulfilling role as a Lawn Technician with Lush Lawn, we encourage you to apply today. Join us on our mission to create a Beautiful Life Experience for each of our customers where they live, work and play.

Let's Succeed Together in Our 20th Year of Business in Southeast Michigan!





Job Description: **Lawn Technician**

About Lush Lawn

Lush Lawn is a leading provider of professional lawn care, tree & shrub health care and pest control services known for its commitment to quality, excellence and customer satisfaction. We take pride in creating lush, beautiful lawns and outdoor spaces while fostering a culture of growth, empowerment and innovation within our team.

Position Overview

As a Lawn Technician at Lush Lawn, you will be a key player responsible for ensuring that our customers' expectations are met or exceeded. Your dedication to excellence, attention to detail and commitment to team success will be instrumental in ensuring the quality of our work and the satisfaction of our customers.

Essential Job Duties

- Lawn fertilization and core aeration
- Apply granular fertilization and pesticide application to customers' lawns per state regulations
- Evaluate lawns on each visit and note any issues or concerns, diagnose disease and inspect problems or other issues. Keep detailed notes about every visit
- Communicate with office about any issues in the field
- Educate customers on best practices, products used and results via exceptional customer service
- Keep customers updated on their lawn care program
- Safely and properly operate lawn equipment. Be responsible for maintaining company vehicles
- Manage designated route and territory

Lawn Technician Job Description



Desired Experience

- Lawn care industry, however, it's not mandatory as we provide pre-season and on-the-job training

Skills/Abilities

- Problem-solving ability; attention to detail; professional customer interaction; self-motivated; team player

Requirements

- High School graduate or GED; valid driver's license and a good driving record. Ability to work outside in all weather conditions

Compensation Package Overview

- Competitive wage
- Paid vacation
- 401 (K) match
- 75% company-paid medical and dental
- Life insurance

Lush Lawn is an equal opportunity employer and complies with all applicable employment opportunity laws. We treat all applicants and employees equally without regard to any protected status, such as race, color, religion, sex, genetic history, national origin or status as a protected veteran.

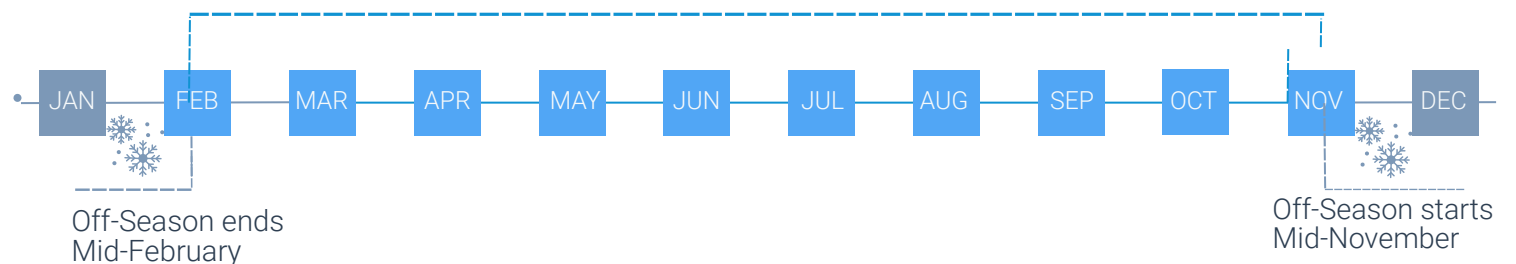
Lawn Technician Compensation & Benefits



Season Schedule



The lawn care season for Lawn Techs runs from **mid-February to mid-November** totaling 9 months of active work.



Base Hourly Wage

Lawn Technicians will receive a competitive hourly wage ranging from \$18 to \$21 per hour commensurate with experience and qualifications.

Health & Dental Benefits

Lawn Technicians are eligible for year-round health and dental benefits, ensuring their well-being and that of eligible dependents. **Lush Lawn pays 75% of the cost of employee health and dental care.**

Lawn Care Season Compensation

During the 9-month lawn care season, working 43 hours per week at an estimated wage of \$18 to \$21 per hour + weekly, monthly, annual and retention bonuses

Starting Minimum Range

\$18/hour x 40 hours/week x 36 weeks

\$21/hour x 43 hours/week x 36 weeks

\$34,440/year*

\$49,500/year*

*\$25,920 base pay + \$8,520 in weekly, monthly, annual and retention bonuses (does not include any sales bonuses)

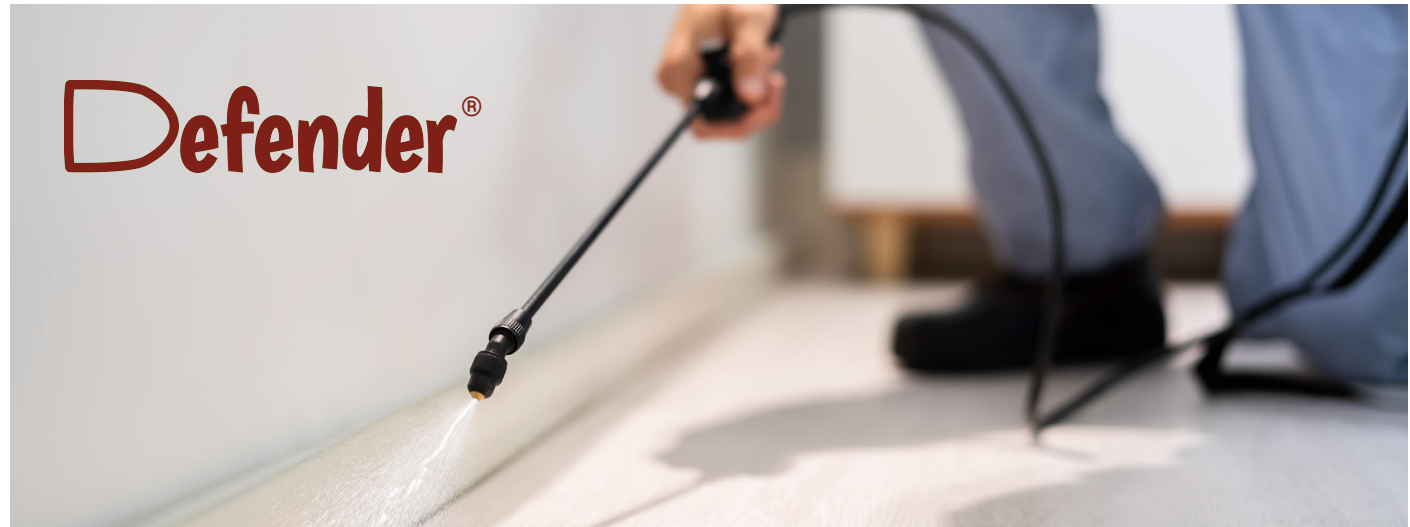
*\$32,508 base pay + \$16,992 in weekly, monthly, annual and retention bonuses (does not include any sales bonuses)

Lawn Technician & Compensation & Benefits



Off-Season Compensation Options

As a company diversified beyond lawn and tree care, Lush Lawn offers Lawn Techs the opportunity to service our Defender® indoor and perimeter pest control programs as well as install holiday lights thru our Trim-A-Home™ division during the off-season which runs mid-November thru mid-February.





Lawn Tech Training – Day 1

- Orientation – Paycor, Email, Real Green login, training videos, HR, warehouse and product review, truck, tools, spare parts, lawn flags, locker, Cintas uniform procedures and expectations



Lawn Tech Training – Day 2

- Preparation, reviewing invoices, loading truck with product and marketing supplies (flags, bags, etc.), 3 minute 360 and maintenance chart, product sheet explained, mileage tracking, gasoline policy and fueling process, use of mobile live on cell phone, navigation, address triple check, cost of incorrect lawns and lawn expectations, riving at first stop, exiting truck, unloading and filling, placing flags, doing the application, leaving notes and making recommendations, second stop and beyond, returning to the branch



Lawn Tech Training – Day 3 (Veteran Tech Review)

- **Part 1** – New Tech reviews route and shows veteran Tech their process, hand-held spreader, push spreader, equipment calibration and drift control; leaving the branch with trailer and machine, hooking up trailer and locking, loading machine on trailer, engaging brake and locking boot; review 360 maintenance chart with focus on machine and trailer
- **Part 2**– In the field, equipment check from hopper to main hose filter, review operating controls, driving the machine, loading product into the machine, applying fertilizer and other dry products, preventing damage to customer property (and yourself), second stop and beyond, new lawn tech takes over application responsibilities, return to branch, disposing of excess pesticides, clean truck, make flags, load truck, change out of uniform and punch out



Lawn Tech Training – Day 4 (Service Manager Review)

- Service Manager rides with new Lawn Tech on their route to make sure they are ready to start on their own, go over checklist, review machine and trouble-shooting videos, review human health safety measures, first aid and personal protective equipment (PPE), Michigan 3A pesticide manual and Lush Lawn Field Tech Manual



Lawn Tech Training – Day 5 (Branch Manager Review)

- Branch Manager rides with new Lawn Tech to make sure they were taught the Lush Lawn way, coaches them and observes them
- Explain some yard conditions and try to make a sale
- If new Lawn Tech is ready and comfortable with doing the entire job, Branch Manager signs off on training

Lawn Technician Leadership Development Program



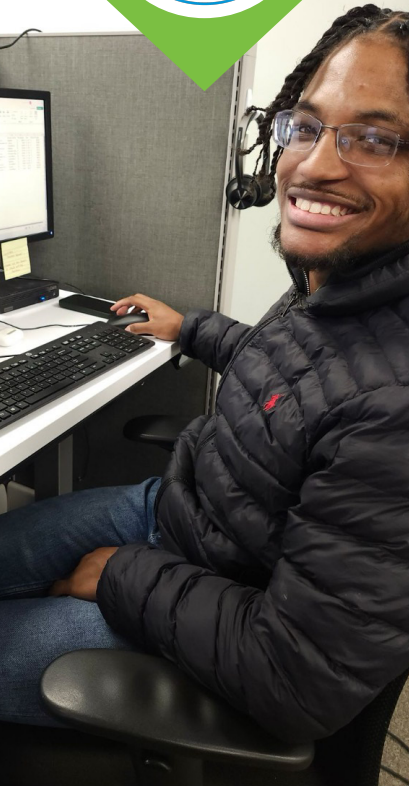
The 2-week, all-day Lush Lawn Leadership Development Program is designed to enhance individuals' abilities to lead effectively, fostering skills such as communication, decision-making and strategic thinking. It aims to cultivate strong and adaptable leaders capable of guiding teams toward success.



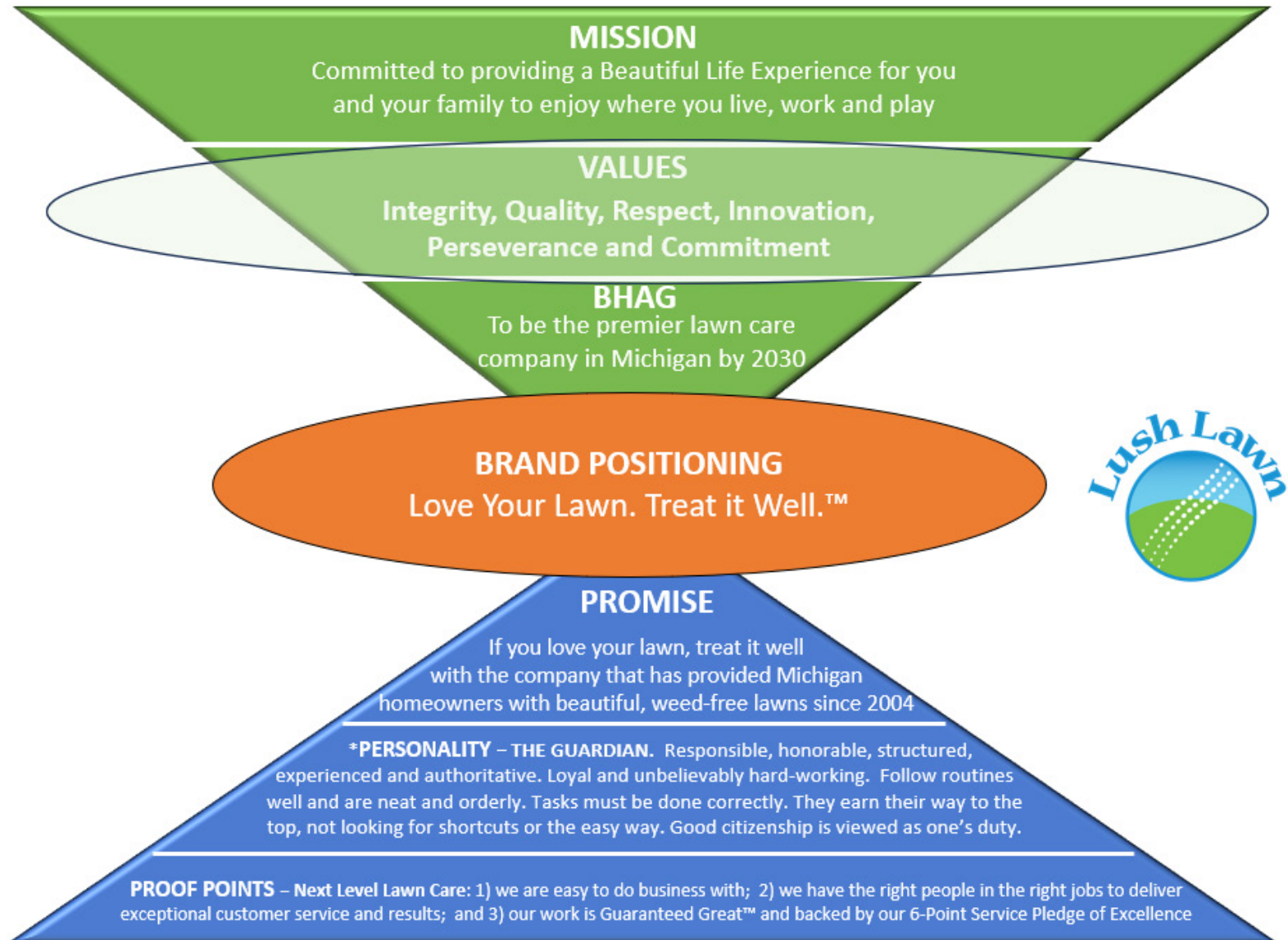
"I am grateful for the opportunity provided to me by Lush Lawn's Leadership Development Program. It has prepared me for my new role as Saginaw Branch Manager. I would have paid THOUSANDS for a mentorship program like this." — **Matthew Seegers, Saginaw Branch Manager, 2023 Lush Lawn Leadership Development Program Valedictorian**



Lawn Technician Our Values



At Lush Lawn, our core values guide our journey and our dedication fuels our aspirations. We started our business in 2004 in a Grand Blanc garage with one truck and a dream, and we've come a long way from those humble beginnings. Today, our goal is to become the premier lawn care company in Michigan by 2030.



*Source: Keirsev Temperament Sorter

BHAG = Big, Hairy Audacious Goal (Jim Collins)

Lawn Technician Our Service Culture



"Our Pledge of Excellence and service culture reflects our values, our lessons learned and our dedication and commitment to our customers."

— **Aaron Samson, CEO,**
Lush Lawn & Safari Tree

Lawn Technician Advancement Opportunities



At Lush Lawn, we'll foster your career growth as a Lawn Technician with a clear and defined path to move from Lawn Technician to Service Manager to Branch Manager. The opportunities to advance are here in the growing markets for lawn, tree and pest.

1

Branch Manager & Service Manager Roles

As you gain experience and demonstrate exceptional customer service and operational skills, you may have the opportunity to progress to the roles of Service Manager and Branch Manager within the Lush Lawn service footprint in Southeast Michigan. Advancement is typically available thru customer growth or when a Service Manager replaces a Branch Manager who retires or moves on to other opportunities.

2

Starting Your Own Branch

For those seeking entrepreneurial opportunities, Lush Lawn offers the potential for accomplished Branch Managers to explore branch ownership. As our company continues to expand, you can embark on the exciting journey of opening and managing your own branch.

3

Skills Development

Access training and mentorship programs designed to enhance your skills and proficiency in lawn care techniques, leadership and management. This includes our Leadership Development Program..

4

Leadership Experience

As you accumulate experience and expertise, you may transition into leadership roles within our teams. This could include becoming a Service Manager, where you'll gain valuable leadership skills while overseeing a team of technicians.

5

Innovation

We encourage and reward team members who contribute innovative ideas and solutions that save time, improve the customer experience or cut costs. Your insight, creativity and problem-solving skills could even lead to the creation of new roles and opportunities.

6

Cross-Functional Experience

Our dynamic work environment offers opportunities for collaboration with co-workers in various roles. This allows you to gain diverse experience and broaden your knowledge and expertise.



Lawn Technician Performance Expectations



1

Technical Knowledge

- Demonstrate solid understanding of various grass types and weeds
- Have knowledge of fertilizers, pesticides, herbicides and other lawn care products
- Understand proper techniques for fertilization, core aeration, overseeding, etc.

2

Equipment Operation

- Properly transport, operate, clean and maintain lawn care equipment
- Ensure that all equipment is properly calibrated

3

Attention to Detail

- Perform tasks with precision, including fertilization, core aeration and overseeding
- Pay attention to the specific needs of each lawn and address issues accordingly

4

Time Management

- Complete assigned tasks within established time frames
- Efficiently manage tasks to complete assigned route in a single day
- Make every effort to avoid service skips

5

Customer Service

- Commit to complete buy-in and execution of our Pledge of Excellence
- Interact professionally with customers and address their concerns or questions
- Provide recommendations for additional lawn care services that will solve problems or capitalize on improvement opportunities

6

Safety and Compliance

- Adhere to safety protocols when using equipment and handling chemicals
- Follow all local and state regulations regarding fertilizers, pesticides and herbicides
- Stake our pesticide warning flag along with our marking flag at completion of every job

7

Record Keeping

- Maintain accurate records of services provided, including dates, treatments and any issues
- Document customer communications and feedback

8

Communication Skills

- Communicate well with Service Manager, Branch Manager, Corporate Support and customers
- Report any issues, challenges or improvements needed in a timely manner

9

Physical Fitness

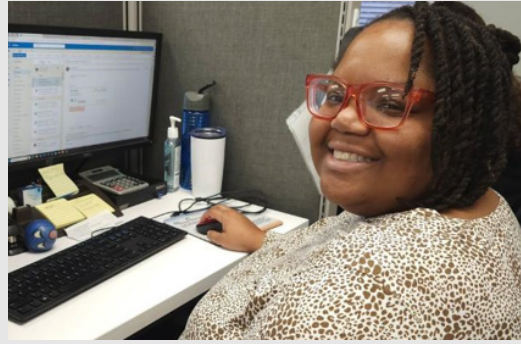
- Possess the physical stamina to handle the demands of outdoor labor
- Lift and carry equipment, materials and marketing supplies as needed

10

Continuous Improvement

- Be curious and stay informed about industry trends and best practices
- Seek opportunities for additional training and professional development

Lawn Technician Employee Testimonials

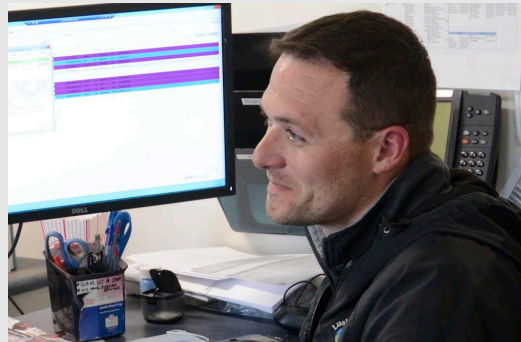


"Lush Lawn is a family-owned and family-oriented company. Everyone works very closely together to provide the best service possible." — **Adrienne Frames, Customer Service Representative**

"It is really satisfying work and, when it's all said and done, that means a lot." — **Jacob Jones, Service Manager, Rochester Hills**



"Every day is a new day to excel and learn new skills with amazing people." — **Lloyd Patnode, Branch Manager, Brighton**



"The learning and growth opportunities are tremendous. I attended MSU's Turfgrass Field Day to learn more about lawn disease and weed control. I was selected for our Leadership Development Program. I was promoted to a position in Corporate Support. Hard work and initiative are truly valued here. Benefits are great and so is working somewhere you feel appreciated." — **Amanda Hedger, Executive Administrative Assistant**



Lawn Technician Employee Testimonials



"I love working outside and seeing the week-to-week improvement in my customers' lawns." — **Ean Williams, Service Manager, Grand Blanc**

"Lush Lawn has helped me learn leadership skills like time management and motivating a team that have helped me move forward in the company." — **Yosvany Rivero, Branch Manager, Rochester Hills**



"We get the weekends off, which improves work-life balance. Lush Lawn pays 75% of my health benefit costs, so that helps my paycheck. And the people in the company are happy, friendly and ready to lend a hand if needed." — **Brian Schubert, Branch Manager, Canton**

"The job is teaching me how to be resourceful and persevere on a daily basis. Working this way has helped me become more efficient and focused when it comes to my music career." — **Ian Culton, Service Manager, Canton**





LAWN CARE IN SOUTHEAST MICHIGAN

4345 Meigs Ave.
Waterford, MI 48329

 (866) 668-5296

 lushlawn.com