



## JOB DESCRIPTION

Job Title	Interior Landscape Technician
Manager	Interior Operations Manager
Days	Monday to Friday
Hours	40
Essential Qualifications/ Certification	Full driving licence
Desirable Certification	Knowledge of interior plant maintenance
	<b>General key tasks and responsibilities</b>
	<p>Travel to customers sites to maintain interior plants.</p> <p><b>Interior plant maintenance</b> - Ensure interior plant maintenance service is carried out to the specification provided to the customer and meets the GP standards by undertaking duties of interior maintenance, which include:</p> <ul style="list-style-type: none"> <li>• Watering</li> <li>• Cleaning</li> <li>• Pruning</li> <li>• Tidying</li> <li>• Feeding</li> <li>• Pest identification and control</li> <li>• Identifying and undertaking plant replacement where required</li> </ul> <p><b>Recording</b> - Update customer service records on the GP app using an iPad.</p> <p><b>Reporting</b> - Report to Operations Manager on a weekly basis, updating on the following:</p> <ul style="list-style-type: none"> <li>• Runs</li> <li>• Plant replacement</li> <li>• Cases</li> <li>• Overtime</li> </ul> <p><b>Customer interaction</b> - Liaise with customer contact on site in a positive manner and assist customer with any concerns in a positive manner, in line with GP values.</p> <p>Assist with the resolution of any customer requests, queries or complaints detailed to you within agreed timescales, providing updates to service co-ordinator in a timely manner.</p> <p><b>Paperwork</b> - Ensure that all paperwork is completed in a timely manner and passed to Operations Manager. This will include:</p> <ul style="list-style-type: none"> <li>• Weekly timesheets</li> <li>• Runs sheets</li> <li>• Plant replacement requests</li> <li>• Expenses claims forms</li> </ul>



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	<ul style="list-style-type: none"> <li>• Absence forms</li> <li>• Uniform and PPE requests</li> </ul> <p><b>Vehicles</b></p> <ul style="list-style-type: none"> <li>• Drive company vehicle adhering to the company vehicle and driving policy.</li> <li>• Ensure weekly vehicle checks are being carried out and paperwork is completed</li> <li>• Ensure annual driving licence checks are completed and passed to your manager on request.</li> <li>• Always keep company vehicle clean and tidy to maintain positive company image</li> </ul> <p><b>Lead generation</b> – submitting leads for sales team</p> <p><b>Christmas</b> - Assist with preparation and Installation of seasonal displays as per client's specification and meets GP standards, which includes Christmas trees, garlands, wreaths, table displays etc when required</p> <p><b>Health and safety</b> – Follow company health and safety procedures at all times and report any concerns or issues to manager as soon as possible.</p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Flexibility to work with other departments</li> <li>• Flexibility to work overtime</li> </ul> <p>This list is not exhaustive.</p>
<p><b>Competencies</b></p>	
Communication	<ul style="list-style-type: none"> <li>• Demonstrate effective verbal communication to both internal and external customers</li> </ul>
Organisational skills including time Management and prioritising	<ul style="list-style-type: none"> <li>• Able to manage multiple tasks</li> <li>• Ability to work to deadlines and timescales</li> </ul>
Product knowledge	<ul style="list-style-type: none"> <li>• GP product knowledge</li> <li>• Plant knowledge</li> </ul>
Inter-personal skills	<ul style="list-style-type: none"> <li>• Able to work well in teams</li> <li>• Self-motivated</li> <li>• Confident in handling new tasks</li> <li>• Flexible in assignments</li> <li>• Attentive to detail</li> <li>• Able to work under tight deadlines</li> </ul>



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	<ul style="list-style-type: none"><li>• Polite</li><li>• Cheerful</li><li>• Helpful to customers and colleagues alike</li></ul>
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<b>HR Use Only</b>	
<b>Date</b>	December 2021
<b>Number</b>	