

Client Liaison & Maintenance Director

Description:

We are not only proud to design install beautiful gardens across the Peninsula and into the Winelands, we believe in building strong relationships with our clients and the gardens we have created for them. For over 20 years our team has been responsible for assisting and maintaining our clients' gardens on a monthly or seasonal basis over and above the client's gardener's activities. Managing a supervised team, the successful applicant will liaise with clients, direct the team Supervisor and manage office tasks associated with the team. The team focuses on feeding regimes, identifying and dealing with pests, seasonal pruning, shaping and ad-hoc activities including liaising over possible upgrades and additions. Our gardens cover a variety of styles and are located in a wide range of micro-climates so there is a breadth of experience to be gained. While the role is not site-based, we would favour applications from people with a love for gardening who take a practical approach and have some experience in horticulture, garden design or experience in an allied field. A breadth of gardening or plant knowledge, the ability to supervise, enthusiasm for working with clients and upskilling our staff would be beneficial.

The role specifically involves:

- scheduling team activities, and communication with clients, both to schedule visits and to discuss activities and client requirements, planning and execution of tasks, both seasonal & ad-hoc
- site visits - the team is independent and can work alone, but an active overview role whether visiting sites in advance to prep for what tasks need to be accomplished to stepping in on site to check more detailed tasks is a must. So a simple drivers licence is required.
- Handling client queries in a professional, timeous and polite manner, resolving issues, identifying minor projects to be tackled and managing the outcomes is vital.
- Co-ordinate outside services specific to the gardens as required - arborists/irrigation etc
- stock control, organising required materials and plants as required needs a logical and organised individual
- Efficient and accurate record keeping will enable prompt invoicing
- the ability to work independently is vital, simple IT skills are mandatory to enable you to communicate and invoice
- as a small firm we are flexible about how we operate, and encourage innovation or fresh approaches

Job Type: Full-time

If you feel you would suit this role please submit your CV to chris@reddaffodil.co.za