

Position Description – Gardener / Grounds Person

V2.0 Updated June 2020

Who is Bark?

Bark is a multi-award-winning company specialising in the management and care of significant gardens and grounds throughout New Zealand in an environmentally sustainable manner, and we are obsessed with customer service. Everyone says this, but we really do put our customers first. In fact, our promise is: “clients first: profit second”. The strength of our relationships is built on our honesty with our teams and our clients. Our approach is simple: when our properties standard is awesome, our clients and team are happy; that is our goal.

The Role

To ensure that the properties that this role relates to are consistently presented at or above the standards required by our clients and that good business relationships with clients, our client’s clients and members of the public are established and maintained.

Reporting to: Team Leader

Direct reports: None

Key Relationships

Internal

- Team Leader
- Bark Team Members
- Regional Manager

External

- Clients
- Client’s Clients
- Suppliers

Key Responsibilities

Attitude

- Contribute positively to team dynamics
- Show a continual growth and “no-blame” mindset – be “above the line”
- Respond positively to requests outside the scope of the general role – go the extra mile

Client and Public Interaction

- Cultivate positive relationships with our client’s, their clients and members of the public
- Be polite and responsive during all interactions
- Provide personalised client interaction with a focus on delivering on individual client needs and expectations; a “client first” focus
- Show discretion and confidentiality around the clients and properties within the Bark network

Health and Safety

- Understanding and following all Bark health and safety policies and procedures
- Actively participate in and show a positive attitude towards the betterment of health and safety within the company
- Fostering safe work practices for oneself, the team, clients and visitors
- Ensuring that all accidents, incidents and near misses are recorded in Vault, whether they result in injury or not

Garden Care

- Plant care – pruning, dead heading, staking and tying, cutting back and dividing, shaping
- Shrub, perennial and native border maintenance and management
- Weeding
- Herbicide, pesticide and fertiliser application
- Composting and mulching
- Planting / replanting
- Bush areas maintenance, trimming and pruning

Lawn Care

- Mowing – sit on and walk behind
- Line trimming
- Edging
- Herbicide and fertiliser application
- Pest and disease management
- Weed management
- Renovations
- Irrigation management

Hard Surface Maintenance

- Leaf sucking, sweeping, general organic and inorganic litter collection
- General litter collection and disposal
- Water blasting
- Herbicide application

What does Success look like in this role?

- **Happy Customers:** Our customers feel valued and respected. They tell us their properties are meeting or exceeding their expectations. They know that Bark is managing their properties with their best interests to the fore. They feel like Bark cares and they recommend Bark to others.
- **Property Standards:** The properties are consistently meeting or exceeding our customers' expectations as shown by client feedback and Bark QA

Your Qualifications, Experience, and Competencies

- Passionate about gardening and the environment
- Experience working outside in all conditions
- Full, clean, class 1 driver's licence
- A horticultural qualification is highly regarded but not necessary

Personal Attributes

- Honest and reliable with a strong work ethic
- Self-motivated
- Willingness to learn, adapt and be flexible
- Good time management skills
- Pride in your work and the desire to take ownership of your work areas
- A friendly and calm manner
- The ability to work with others and share ideas
- Good physical fitness