



## **Operations Manager - LA Farming**

Farmscape seeks an Operations Manager to oversee administrative & logistical operations of the LA Residential Farm Department. Our farm team draws on extensive field experience and principles of organic and sustainable farming to manage over 150 residential gardens throughout Los Angeles. Our farmers are on-site weekly- planting, pruning, harvesting and engaging with our clients in the field.

**Start Date:** April/May 2021

**Location:** Los Angeles, with weekly visits to our office in Frogtown

**Schedule:** Monday-Friday, 7:30am-4:00pm

**Benefits:** Health insurance, 401(k) plan with employer matching, Profit Sharing FSA & Dependent Care plan, Paid vacation and Mileage reimbursement.

**Supervisor:** LA Residential Farm Manager

**Status:** Full time, hourly, non-exempt

### **About Farmscape**

Farmscape is the largest urban farming venture in the country, with headquarters in Los Angeles and Oakland. We design, install, and tend intensive organic vegetable gardens for residences, schools, restaurants, and other organizations. We actively manage 300 gardens in California, turning the city back into a farm one yard at a time!

### **Job Description**

#### ***Administrative 60%***

- Create spreadsheets and maps to manage Farm Department logistics
- Coordinate spring and fall planting logistics; gather and organize data from farm team and clients, order and distribute inventory, schedule soil delivery and seasonal tilling of ~75 gardens, coordinate with Operations Director to hire and manage seasonal maintenance crews
- Order and maintain inventory including farmer supplies and season switch materials; ensure timely fulfillment
- Work with LA Residential Farm Manager to coordinate farmer coverage for vacations, sick time, and leave
- Collect and enter data into Customer Relationship Management system
- Manage LA office including inventory, office supplies and deliveries
- Oversee Farmscape vehicles to ensure they are clean and safe
- Manage info@farmscape email account and answer client lead calls

#### ***Farmer Management 15%***

- Work beside LA Residential Farm Manager to support farmers with customer service troubleshooting
- Assist in developing and organizing trainings for all farmers covering Farmscape-related topics
- Identify opportunities for Farm Department improvements and efficiencies

#### ***Client Management & Customer Service 15%***

- Maintain good customer relationships, both in-person and via phone/email

- Answer customer concerns in a timely manner and communicate problems upward
- Troubleshoot tricky or urgent customer service issues within farming teams
- When necessary, act as supervisor to resolve customer service concerns raised by clients.
- Analyze patterns in customer service issues to develop systems that preempt as many concerns as possible.
- Represent Farmscape services in a professional manner

**Other 10%**

- Assists with farming maintenance and season switch tasks, as needed, including garden routes, vacation coverage, soil deliveries and garden tilling
- Attend staff, service, and training meetings as required
- Support Operations Director with various tasks, as needed
- Additional tasks, as assigned by your manager

**Qualifications:**

- 2+ years experience managing administration and operations
- 1+ year(s) personnel/team management
- Ability to lift 50lbs
- Ability to perform manual work, lift heavy objects, walk and stand for long periods of time
- Ability to perform physical labor outdoors in various weather conditions
- Experience in annual vegetable cultivation, landscaping and/or fruit tree care
- Expert knowledge of spreadsheets, Google Suite apps and comfort working with apps
- Ability to communicate clearly, confidently, and professionally with customers and staff
- Ability to learn and adapt to Farmscape best practices
- Organizational skills and attention to detail a must
- Valid driver's license and a working vehicle

**To Apply:**

Please send a cover letter, resume, and references to [employment@farmscapedgardens.com](mailto:employment@farmscapedgardens.com)

Applicants will be required to take a spreadsheet competency test.

NO CALLS PLEASE.