



Nursery Team Lead Job Description

Title

Team Lead

Reports To

Assistant Manager and Manager

Summary

The Nursery Team Lead is responsible for the supervision and coordinator of a team of workers to ensure they meet production targets and quality standards. He or she will be tasked with training of subordinate staff in production methods, safety, and company policy and procedures as well as the identification and correction of health and safety issues. The Team Lead will prepare a range of reports, and operate and troubleshoot greenhouse equipment as necessary. Other duties may be assigned as necessary.

Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- Sales of nursery products
- Ordering Plant material & products
- Nursery layout and pangrams
- Monitor the performance of a team of greenhouse production level employees.
- Maintain a safe, clean and legally compliant workplace.
- Identify, investigate, correct and document potential environmental and safety problems.
- Resolve work problems and recommend measures to improve productivity and product quality.
- Requisition materials and supplies.
- Train staff in job duties, safety procedures and company policy.
- Recommend personnel actions such as hiring and promotions.
- Maintain product quality.
- Ensure all personnel comply with training requirements, work standards, policies, and procedures.
- Develop Team-Work and motivate members through setting of clear expectations and recognize and reward outstanding performance.
- Coordinate with other supervisors, leads, and managers to obtain maximum use of resources.
- Plan for manpower and equipment needs.
- Ensure compliance with company standards for cost control, waste reduction, quality, safety, and complete and on-time delivery.



- Manage material requirements to increase inventory turns and reduce levels on hand.
- Provide leadership for problem resolution to facilitate faster improvements and improved working relationships.
- Provide leadership for employee relations through effective communications, coaching, training, and development.
- Operate various types of equipment as required.
- Troubleshoot, adjust, or perform minor maintenance for any machinery that requires attention.
- Lead and participate with quality and productivity improvement initiatives.
- Identify and determine quality and productivity related problems and solutions.
- Develop team and individual employee skills and performance through the effective use of on-going coaching, training and progressive counseling.
- Coordinate and oversee employee work assignments and special projects.
- Maintain and adhere to all company policies and procedures.
- Perform other tasks as may be assigned.

Requirements

- College diploma in horticulture
- 3-5 years' experience as a Team Lead.
- (X) years of experience in the Greenhouse industry.
- Ability to operate various types of equipment.
- Excellent organizational skills and the ability to create logically ordered objectives.
- Ability to stay informed and up to date with changes in technology, code and workplace compliance.
- Certified with WHMIS.
- Excellent manual dexterity.
- Strong leadership skills and the ability to effectively manage employees.
- Excellent communication skills, both written and verbal.
- Well-developed problem solving skills and ability to develop conceptual alternatives.
- Able to find new methods and principles and ability to incorporate them into existing production practices as needed.
- High degree of resourcefulness, flexibility, and adaptability.
- Must have the ability to plan, organize, develop, implement and interpret the programs, goals, objectives, policies, procedures, etc.
- Strong negotiation and prioritization skills.
- Excellent time and project management skills.
- Excellent basic mathematical skills.
- Ability to perform basic welding skills preferred.
- Must have reliable transportation.
- Experience in lean manufacturing and six-sigma preferred.
- Production experience, preferably chemically related.
- Ability to motivate and attain positive results from employees and teams is a must.
- Proven leadership, decision-making, problem solving and performance management skills are required.
- Must possess advanced proficiency with Microsoft Office suite including Word, Excel and PowerPoint.
- Superior interpersonal and communication skills within a team environment are essential to this position.

Work Conditions

- May require work in hazardous environments requiring protective equipment.
- May be exposed to dust.



- Ability to attend and conduct presentations.
- Manual dexterity required.
- Overtime as required
- Travel may be required

Interview Questions – Team Lead

Use the spaces provided to write down the applicant's responses, as well as any additional notes you wish to make about their answers.

1. Why are you interested in this position?

2. What are your career goals? Where do you hope to be in five years?

3. Explain how your previous experiences help to qualify you for this position.

4. What are the main factors that have driven your success?

5. Tell me about your supervisory/managerial work experience.

6. Tell me about your experiences with production scheduling, maintenance, management, quality control and on-time project completion activities?

7. Tell me about your management experiences with employee training, safety and company policy adherence.

8. What is the importance of continuous process improvement, and innovation in Greenhouse plant production?



9. Tell me about your views on conflict resolution.

10. Tell me about a time when you were faced with a major obstacle at work, and how you managed to solve the problem.

11. What areas are within your sphere of responsibility in your current position? How do you make sure that you know what is happening (problems, changes, etc.)?

12. Tell me about your commitment to safety and security in the workplace.

13. Do you feel that the chain of command is important? Why? When do you feel it might inhibit organizational effectiveness?

14. Tell me about a time when you had to balance multiple projects simultaneously.

15. What sets Stevensville Garden Gallery apart from other companies?

16. What were the main challenges you faced in your previous position?

17. What do you think the main challenges will be at Stevensville Garden Gallery?

18. What are your salary expectations?



19. What questions do you have for us?

20. What is your earliest date of availability?

Job Posting – Team Lead

Stevensville Garden Gallery requires a Nursery Team Lead, to be responsible for the supervision and coordinator of a team of workers to ensure that they meet production targets and quality standards. The Greenhouse Team Lead will be tasked with training of subordinate staff in production methods, safety, and company policy and procedures as well as the identification and correction of health and safety issues. He or she will prepare a range of reports, and operate and troubleshoot greenhouse equipment as necessary. Other duties may be assigned as necessary.

Stevensville Garden Gallery offers competitive salary packages, an incredible work environment, and career advancement opportunities.

Qualified applicants should contact Stevensville Garden Gallery at: _

1. Customer Focus

Definition: Ensures and maintains customer satisfaction with the product and services offered by the organization.

Key Actions

- Customer driven - is interested in the customer, greets them with a smile, makes eye contact, adapts pace and tone, is timely, observes customer to decide approach to use.
- Determines customer needs - asks open ended and probing questions, listens, allow customer to express themselves, confirms understanding, and uses positive body language.
- Presents solutions and any additional items or promotions of interest - shows possible solutions to customer's need,

2. Communication

Definition: Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.

Key Actions

- Categorizes communication - separates information by importance, message, audience, priority and logic.
- Listens - understands and learns from what others say.
- Reading and comprehension - grasps the meaning of written information and applies it.
- Speaking - uses language that matches the message and the audience involved.
- Writing - conveys ideas and facts in writing using appropriate language the



shows the added value of any up and cross selling opportunities.

- Overcomes or reduces objections - does not take no personally, clarifies objection and confirms understanding, maintains a positive tone and body language and suggests new solution.
- Confirms satisfaction and exceed expectations - asks questions to ensure satisfaction level, gets customer's commitment to reduce returns or cancellations, thanks the customer.
- Uses **H.E.A.T. method** for dissatisfied customers: **H**ears customer out - understands what they are upset about in order to accurately solve the issue; **E**mpathizes - does not need to agree with customer but is able to understand their feelings of frustration; **A**pologizes - is sincere in their apology; **T**akes action - once the issue is clear, takes responsibility and finds a solution by taking action.

3. Energy and Stress

Definition: Consistently demonstrates high level of drive, infectious to the surrounding environment, and preserves effectiveness, drive and focus for extended periods of time, while maintaining composure in highly stressful or adverse situations.

Key Actions

- Maintains effectiveness - ability to have remained accurate even after long hours on the job.
- Maintains stamina - continues to hold a high energy attitude even after long hours on the job.
- Keeps up motivation - sparks energy in the surrounding environment, maintaining a positive outlook.
- Completes high volumes of work - keeping a rapid pace without sacrificing

reader will understand.

- Is memorable - allows their personality to make an impression, says their name, is funny and personable.
- Maintains audience attention - engages the audience by using relevant information and varied tools such as voice inflection, body language, charts and analogies.
- Is receptive - adjusts solutions to the audience while keeping in mind audience's sensitivity ("suggest blowing out the dust").
- Verifies understanding - makes certain that the message is understood by asking for paraphrasing and examples.
- Uses positive feedback - ensures that feedback is received constantly to set expectations and create friendly team competition.
- Speaks confidently - knows the product, service and company in order to speak with confidence.
- Boosts self esteem - is able to motivate consistently with specific feedback.

4. Team Work

Definition: Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables cooperative and productive group interactions.

Key Actions

- Models commitment - leads by example and sets standards for professional behaviour.
- Knows and supports teammates' work and deliverables - helps teammates who need or ask for support or assistance.
- Works as a team - ensures joint ownership of goal setting, commitments, and accomplishments. Involves everyone on the team.
- Establishes a team-like mentality, through sharing information or expertise,



accuracy.

- Handles high workloads, competing demands, vague assignments, interruptions, and distractions with poise and ease.
- Remains steady or thrives under pressure, using pressure to fuel productivity and efficiency.
- Stays calm and maintains focus in turbulent, threatening, or emergency situations. Makes rational decisions and continues to perform effectively.
- Provides direction in crisis situations - defuses potentially violent people or situations, calming others and removing them from harm.

working together to solve problems, and putting team success first. Encourages team unity through sharing of information and expertise.

- Assists with goal attainment - ensures that they are the catalyst for planning the goals.
- Does not take no personally - understands that a team mentality is not fool proof and sometimes the pieces will not match - highlights the positives to move along.
- Inspires - is able to inspire and motivate others to voluntarily follow direction, pursue and achieve goals, and adopt new positions and opinions.
- Addresses issues openly - sets standards for professional behaviour and helps those in need of assistance regardless of position.
- Joint ownership of goals – understands that commitments and accomplishments involve everyone on the team.
- Prepares for group meetings by identifying the key issues, goals, and stakeholder expectations. Identifies resources that are most likely to help the group with its task. Clarifies the agenda and objectives, and allocates time for topics.
- Leads the group in its initial stages, outlining issues, communicating direction and desired outcomes, and helping participants understand their tasks, roles, and contributions to the process.
- Engages all members in the discussion. Builds on the ideas of contributors, while ensuring other members are not overwhelmed or discouraged from giving input.
- Sees when the group is off-track and redirects the conversation toward productive channels.
- Guides the discussion of complex or divisive issues to help members develop insights and remain engaged with the task. Judges when issues cannot be



resolved in the group, and re-focuses the dialogue on the essential goals.

- Allows ownership of the process by group members. Highlights group successes, and builds a sense of shared accomplishment. Reinforces success by becoming an advocate for the group's decisions.

5. Quality Orientation

Definition: Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

Key Actions

- Follows policies and procedures - able to follow set policies and procedures completely when tasking.
- Certifies high quality output - ensures that there is a consistent quality to the product or service delivered.
- Honours commitments - makes commitments attainable and realistic to ensure they are seen through.
- Has product knowledge - has knowledge of the product/service and continues to acquire knowledge to stay in the forefront of changes.
- Performs tasks with care - careful and zealous attention to the completion of required tasks.
- Sparks action - is able to consistently be a catalyst of action, can motivate a team or individual to make a change.

7. Accountability and Dependability

Definition: Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

6. Problem Solving

Definition: Resolves difficult and complicated challenges.

Key Actions

- Frames problems before trying to solve them - breaks down issues, identifies all of their facets, including hidden or tricky aspects.
- Shows insight about the cause of problems - generates a range of solutions and courses of action with benefits, costs and risks associated with each.
- Uses all sources available - considers all the resources available to pursue a solution, including asking for help, seeking advice and using others' good ideas.
- Evaluates solutions - is able to select the best solution from all those available: considering consequences, looking beyond the obvious, and evaluating them after implementation to determine worth and impact.
- Addresses issues openly - sets standards for professional behaviour and helps those in need of assistance regardless of position.

8. Operating Equipment

Definition: Uses tools, machines and vehicles to transport or create products or services.



Key Actions

- Attendance - maintains perfect attendance, following standards, policies and procedures including productivity standards, deadlines and work schedules.
- Stays focused - can continue to be productive regardless of interruptions and distractions.
- Maximizes time - is able to use time available to deliver quality work.
- Takes responsibility - does not make excuses for errors or problems, acknowledges and corrects mistakes. Does not diffuse blame and faces problems quickly and directly.

9. Ethics and Integrity

Definition: Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

Key Actions

- Shows respect - ensures that communication and actions are always professional.
- Maintains confidentiality at all times - ensures that information available remains confidential.
- Is honest and straightforward - communicates in a timely fashion while maintaining people's self esteem.
- Honours commitments - ensures commitments are realistic and carried through. Says what they mean and means what they say.
- Avoids situations that could be considered a conflict of interest.
- Adheres to a set of core values that match those of the organization.
- Is impartial - shows objectivity in decisions and actions.
- Strives to understand the data, the people, and their views before making

Key Actions

- Learns functions - knows the purpose and limitations of equipment and practices safety when handling it, using it only for its intended purpose.
- Sets up - is able to set up and calibrate work equipment to meet standards.
- Conducts inspections - follows safety regulations to do routine inspections and adheres to maintenance schedules.
- Responds to malfunctions - is able to promptly respond to any issue, seeking assistance when necessary to ensure equipment is fully operational prior to using it again.



decisions and taking action.

- Works through difficult or awkward interpersonal situations in a positive manner. Broaches sensitive issues ways that allow rational and open discussion.
- Focuses on issues and interests instead of people or positions, even when personally attacked.
- Delivers tough messages with sensitivity to minimize the negative impact on others; critiques constructively.
- Thoughtfully intervenes in conflicts to improve communication, diffuse tension, and resolve problems. Seeks to find common ground and preserve relationships.