

Position Title:

Regional Manager / Senior Climbing Arborist

Location:

Wellington, New Zealand

Reports to:

Bryce Robb (Director)

Position Purpose:

To lead and manage the Wellington regional team, ensuring operational excellence, client satisfaction, and adherence to health and safety standards. This role combines high-level arborist expertise with strong leadership responsibilities to drive growth and quality service delivery in the Wellington region.

Objectives of the Position:

- **Operational Leadership:** Maintain high standards of arboriculture and customer service through efficient job planning, quality control, and timely project completion.
 - **Team Development:** Support team members' professional growth, promote a positive workplace culture, and ensure the team operates cohesively.
 - **Health and Safety Compliance:** Prioritize safety practices to minimize risk and ensure regulatory compliance within the region.
 - **Client Relationship Management:** Build and maintain long-term client relationships, addressing their needs effectively and fostering a "customer for life" approach.
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Key Responsibilities:

- **Operations Management**
 - Oversee daily operations within the Wellington region, including job scheduling, resource allocation, and project quality control.
 - Ensure all work complies with industry standards and Beaver Tree Service's Health and Safety and quality requirements.
 - Conduct site visits to supervise climbing and ground operations, providing hands-on support when required.
- **Client and Stakeholder Engagement**
 - Serve as the primary contact for regional clients, ensuring high levels of satisfaction and addressing any concerns.
 - Manage quote follow-ups, service inquiries, and provide insights to clients about best arboricultural practices.
- **Training and Mentorship**

- Mentor and guide team members in advanced climbing and arboriculture techniques ensuring professional growth.
 - Actively support apprentices by teaching fundamental arboriculture skills, safety practices, and proper use of equipment, ensuring they build a strong foundation.
 - Regularly review apprentices' progress, provide constructive feedback, and offer guidance to help them reach their certification and career milestones.
 - **Reporting and Documentation**
 - Track and report on project performance, team productivity, and customer satisfaction metrics.
 - Proactively follow up on quotes to secure future work, ensuring a steady pipeline of projects and continuity of operations in the region.
 - Maintain accurate records of completed work, client communications, and safety documentation.
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Health and Safety Responsibilities:

- Conduct regular risk assessments and site safety checks to identify potential hazards and mitigate risks.
 - Lead by example, consistently following safety protocols and enforcing adherence among team members.
 - Ensure all team members have up-to-date safety certifications, including first aid and equipment handling.
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Leadership and Communication:

- Promote a positive, respectful, and inclusive work environment, fostering a strong sense of team collaboration and accountability.
 - Communicate clear job expectations, provide constructive feedback, and support team members' professional development.
 - Liaise with other regional managers and the executive team to align Wellington's operations with company-wide goals and standards.
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Required Qualifications and Skills:

- **Certification:** Minimum Level 4 Arboriculture qualification; TRAQ certification is a plus, as is Class 2 Drivers Licence.
- **Experience:** At least 4 years of experience in arboriculture, with proven skills in climbing, pruning, and removal.

- **Management:** at least 4 years of experience in a senior leadership position including experience with financial analysis and management of multiple teams/branches.
- **Leadership:** Demonstrated ability to lead a team effectively, manage conflicts, and make sound decisions under pressure.
- **Communication:** Excellent interpersonal and communication skills to foster client relationships and ensure team cohesion.

Financial Authority:

- Oversee budget management for regional operations, ensuring cost-effectiveness and alignment with company financial goals.
- Approve expenses within delegated authority limits, maintaining accountability and accurate records.
- Hold a company credit card with a nominated spending limit, responsibly managing expenses for operational needs and reporting all transactions accurately.

Additional Information:

Travel may be required from time to time outside of the Wellington area.