WORD
+CARR
DESIGN GROUP

Company Overview

Word + Carr Design Group is an Austin-based landscape architecture studio dedicated to creating thoughtful and enduring places rooted in context, craft and collaboration. Our work bridges the natural and built environments, shaping landscapes that are both expressive and functional—designed to evolve gracefully over time.

Garden Service Lead

The Garden Service (GS) Lead is a critical position at Word + Carr Design Group, tasked with ensuring the ongoing success and health of our client's gardens. This role focuses on maintaining strong communication with both management and clients, in addition to identifying and resolving garden issues, overseeing irrigation systems, coordinating crew needs, conducting garden evaluations and ensuring long-term garden health. This position ensures that regular tasks are completed during scheduled maintenance visits and is also responsible for managing special client requests, garden improvement projects, or seasonal scope additions. This is a full-time position supervised by the Chief Operating Officer and works closely with the Chief Management Officer. Key responsibilities include:

Garden Oversight & Maintenance

- Conduct regular site visits during weekly service appointments and ahead of monthly service appointments to monitor garden progress and identify potential opportunities or issues.
- Communicate findings with the foreman, document with photos, and organize reports in shared folders.
- Assess gardens for improvement opportunities, including irrigation upgrades, plant replacements, pest problems, and maintenance enhancements.
- Conduct comprehensive garden assessments following new installations, monitoring plant health and establishment.
- Assist GS Foremen with seasonal irrigation inspections.
- Assist with plant pickups as needed.
- Evaluate plant quality upon delivery, ensuring all selections meet company standards.
- Adjust irrigation settings based on garden needs and municipal watering restrictions, document all changes and keep clients informed.

Client Service

- Check in with clients regularly and keep them up to date on completed tasks via email or text message.
- Review client garden service needs at least one week before scheduled visits and inform the crew of any special requests.
- Advocate for client needs, ensuring timely completion of tasks, procurement of materials, and schedule adjustments.
- Estimate and present budgets for additional services, such as seasonal enhancements or planting additions.
- Clearly communicate service expectations, deliverables, and timelines to clients.

Crew Coordination

- Work closely with the GS Foreman to ensure crews have the equipment and materials for each project.
- Update task list for each scheduled visit a week ahead of service.
- Check in with the crew each morning at the crew headquarters.

Qualifications & Skills:

The Garden Service Lead must have strong knowledge of Central Texas plants, irrigation systems, and garden maintenance best practices. Successful candidates will also possess:

- Experience coordinating crews and managing project logistics.
- Demonstrated history of garden management and plant care expertise.
- Experience programming, troubleshooting, and repairing irrigation systems.
- Excellent communication and organizational skills.
- Ability to work independently and as part of a team in outdoor environments.
- Confidence using technology for documentation, scheduling, and reporting.
- Emotional intelligence.
- Strong conversational Spanish.

Education

A college degree in horticulture or a related background is strongly preferred. 3-5 years of hands-on garden maintenance experience is required.

Required

- Valid driver's license.
- *Physical Ability* - While performing the duties of this job, the employee is required to walk, use hands to handle objects, reach with hands and arms; balance; stoop; bend or crouch. The employee must be able to lift/carry and/or move up to 40 pounds safely. Must be able to use a computer and sit at a desk.

Special Hours Requirements

May need to occasionally work overtime, nights or weekends, and potentially in times of inclement or severe weather (including heat, freezes, or storms) as required to troubleshoot or monitor gardens and irrigation systems.

Application Instructions

Please send a cover letter, resumé and portfolio to hr@wordandcarr.com. Applications without a cover letter will not be considered. All applicants must have a valid Texas Driver's License and your own vehicle.

Word + Carr Design Group is an Equal Opportunity Employer and does not discriminate in any aspect of employment. Please see https://www.eeoc.gov/ to understand your rights.