

Thrive



The Teed & Brown, LLC Accelerated Operations Leadership Program (AOLP)

Program Overview: From Turf Industry Hands-On to Assistant Operations Manager

The Teed & Brown Accelerated Operations Leadership Program (AOLP) is a rigorous, 12-month training pipeline designed for high-potential candidates (such as recent interns, assistant golf course superintendents & turf industry experienced people) ready to step into a quality-focused **Assistant Operations Manager (AOM)** role.

This program ensures that future leaders possess comprehensive, firsthand knowledge of every Teed & Brown service, logistics system, and quality control standard. Your success in this year will directly prepare you to assume official AOM duties at the beginning of the next season, directly contributing to our reputation for excellence and preparing you for leadership in our future expansion markets.

Year 1: Foundational Mastery and Leadership Exposure

The first year is divided into three hands-on phases, ensuring deep immersion in the company's daily operations, strategic services, and client relations.

Phase 1: Spring Launch & Operational Proficiency (March – May)

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Phase 2: Summer Quality & Client Relations (June – August)

The focus shifts from route execution to quality assurance, client communication, and site diagnostics—the core responsibilities of a future manager.

Phase 3: Fall Aeration and Capstone Service (September – November)

You will return to the field to master our most critical and specialized seasonal service, ensuring full end-to-end knowledge of the annual service cycle.

Interested in Applying?

Contact:

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Year-Round Management Development & Mentorship

Throughout the year, the AOLP candidate will report directly to a **long-time Operations Manager** who will act as a dedicated mentor, providing exposure to the strategic and administrative side of the business.

- **Strategic Route Planning:** Learn the science of **daily route creation**, balancing efficiency, crew capacity, and client scheduling requirements.
- **Executive Exposure:** Participate in **morning meetings with upper-level management**, gaining insight into strategic decision-making, financial oversight, and business growth objectives.
- **Crew Management Immersion:** Gain practical, supervised experience in **managing and motivating a 20 to 30-person service crew**, learning conflict resolution, performance tracking, and daily delegation.

Phase 1: Spring Launch & Operational Proficiency (March—May)

Equipment & Vehicle Mastery	Safely & proficiently operate all required lawn service equipment. Learn proper hitching, driving & maneuvering of T&B van/trailer combinations
Logistics & Product Handling	Master the secure handling, mixing & loading of all products. Understand inventory procedures & product safety guidelines.
Route Execution	Function as a core member of a daily service crew. Learn the most efficient & quality-driven methods for service delivery, route navigation, & time management.

Phase 2: Summer Quality & Client Relations (June—August)

Lawn Manager Visits (LMV)	Shadow & eventually lead complex LMV's, serving as the client's main P.O.C for service reviews & lawn care planning.
Summer Check-Up Visits	Develop advanced diagnostic skills to identify turf stress, pest issues, & water deficiencies. Learn how to communicate solutions clearly & professionally to clients.
Quality Control Visits (QCV)	Perform internal Quality Control Staff Visits to audit service crew performance, ensuring all services meet T&B standards & address any potential service issues proactively.

Phase 3: Fall Aeration & Capstone Service (September—November)

Fall Aeration Service	Become and expert in the techniques, equipment, & logistical planning required for our high-impact Fall Aeration Service, which is vital to long term health.
End of Season Wrap-Up	Participate in winterizing equipment, closing down routes, & preparing for the following year's strategic Planning.

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The Path Forward: Assistant Operations Manager (AOM)

The goal of the AOLP is straightforward: **to earn your place** as a key leader within the organization. Upon successful completion of all training phases and a final review, the candidate will officially assume the full duties and compensation of the **Assistant Operations Manager** position at the start of the following season.

This role is essential to our immediate quality management needs and our long-term growth plan, which includes opening new locations in:

- **Westchester County, New York**
- **Southern Massachusetts**
- **New Jersey**
- **Pennsylvania**
- **Rhode Island**

A successful AOM candidate will be perfectly positioned to **lead a new location and team** when these expansion opportunities arise over the next 5 to 10 years.

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