

JOB DESCRIPTION: ACCOUNT MANAGER

DEFINITION

The Account Manager is the exempt, supervisory Landscape Maintenance job classification responsible for ensuring that a diverse portfolio of job assignments meets revenue and gross profit goals, complies with human resources and safety standards, and maintains exemplary levels of customer service.

ESSENTIAL JOB FUNCTIONS

- **SAFETY**
 - Ensures that all aspects of the company's safety program comply with standards; role models safety principles in the yard, while driving, and at the job site; understands the contribution safety makes to employee well being, team efficiency, and gross profit.
- **CUSTOMER SERVICE**
 - Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; attends all walk-throughs, customer meetings, and formal presentations; maintains job contracts, completes punch lists, and prepares proposals.
- **SUPERVISION**
 - Sets challenging goals for multiple work crews; holds crews accountable for meeting job quality, customer service, and gross profit goals; clarifies job expectations, conducts performance reviews, and approves all paperwork; complies with human resources procedures.
- **BUSINESS ACUMEN**
 - Proactively manages the business portfolio as a profit center; increases revenue, leverages resources, and tracks expenses through job costing to ensure revenue and gross profit goals are consistently exceeded; utilizes computer skills and MS Office applications effectively.
- **JOB QUALITY**
 - Understands the relationship between job quality and customer service, satisfaction, and retention; demonstrates a thorough application of the Quality Counts Program; consistently reaches "The Zone (i.e., score of 85-90) for all individual jobs within the business portfolio.
- **JOB SEQUENCING**
 - Oversees an optimal yard departure routine; clarifies daily expectations to the Crew Leaders; ensures all job responsibilities are performed in accordance with company protocol; monitors yard arrival tasks (e.g., vehicle parking, unloading debris, storing tools); tracks efficiency standards.
- **INTERPERSONAL SKILLS**
 - Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased.

EDUCATION/EXPERIENCE REQUIREMENTS

The successful candidate should possess at least two (2) years of professional landscape and grounds management experience equivalent to that shown above. A current Class "C" driver's license is required.

PHYSICAL CHARACTERISTICS

Frequently stand, walk, or crouch on narrow and/or slippery surfaces; stoop, kneel, bend to pick up or move objects; walk for long distances and on sloped ground and uneven surfaces; move, lift, and carry objects weighing up to 50 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

WORKING CONDITIONS

Work is predominately outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents.