



### **Job Description – Account Manager, Landscape Management**

**Division:** Landscape Management      **Number of Employees Supervised:** 0  
**Location:** Greystone      **Salary Range:** 8-10  
**Reports to:** L/M Division Manager      **E-Classification:** E 6B

#### **Purpose and Description**

The Account Manager is the primary customer contact for contracted accounts within the Landscape Management Division. Position clearly communicates contract specifications to production management and works in conjunction with production to perform services in a profitable manner. This position is responsible for necessary the follow-up and follow-through to maintain positive customer relations, to ensure complete customer satisfaction and contract renewals. Suggests and sells non-contracted landscape management services to both meet the needs of property, increase customer satisfaction and gain additional revenue for the company.

#### **Responsibilities/Activities**

1. Develop strong positive relationships with customer base based upon clear and frequent communication, mutual trust and ability to meet the customer needs. Develop a win-win opportunities for the customer and the company.
2. Proactively manage properties by inspecting and locating problems in the landscape before the customer brings to our attention and then communicate problems to customers. Defines a resolution that is within customers' needs and budgetary parameters.
3. Frequent, effective, professional, and timely communication with customers. Provides candid feedback on customer relationship and the customer's perceptions of the product and service being provided, to maximize customer retention.
4. Monitors activity of crews and works closely with production staff regarding scheduling, quality and customer service. Assure all contracted services provided are of good quality and completed in a timely fashion. Communicate to appropriate parties any problem areas and work to find immediate resolution.
5. Assure that property meets customer expectation in terms of appearance and beauty.
6. Maintain job costs per guidelines and assist in meeting profitability goals.
7. Immediately reports to Division Manager any jobs deviating from budgets of time, schedule, cost or any other factor so appropriates adjustments can be made to maximize end result.
8. Makes recommendation regarding qualifying or disqualifying warranty work. Coordinates completion of warranty work per contract and/or instructions on Division Manager.
9. Maintain a high level of good housekeeping and care of company assets in the field, vehicles, shop, field offices and customer work-sites.
10. Meets or exceeds established sales goals for contracted work and extras.

11. Prepares and presents proposals in complete and professional manner, according to company standards. Follows-up on hard bids and offers value engineered solutions to customers.
12. Ensures all estimates are prepared and approved as needed prior to presenting to customer.
13. Responds to all inquiries and requests for bid in a timely manner.
14. Assist in measuring properties and contract renewal process.
15. Maintains record and tracking of all proposals in progress and timely follows-up to maximize sales opportunities. Aggressively pursues all proposals in progress.
16. Maintains a company-owned database of current customers, prospective customers and past customers to support the marketing and sales effort.
17. Works closely with administrative support to make sure all contract administration is timely and accurate.
18. Stay aware of Best Practices and develop and recommend improved work methods and standards.
19. Support and assist in training of production staff to ensure services are delivered in a manner consistent with contract specifications and company standards.
20. Represents Company at various events, organizations and associations for the purpose of building relationships that lead to new business. Acts in capacity of Company representative and develops community ties to enhance public image and brand of the Company. Maintains positive relations with other companies in the industry and related industries.
21. Participates in various industry associations to increase knowledge of marketplace, sales opportunities, the competition, selling techniques and best practices.
22. Acquire and maintain a thorough knowledge of industry trends in order to identify and act upon opportunities for expanded services.
23. Build customer density in work area
24. Meet division guidelines for customer files, reports, and other documentation.
25. Provide feedback to appropriate parties regarding, pricing, competition and other market observations. Exploits changing market opportunities and responds to competitor strategies.
26. Provides feedback to the Marketing Department and offers recommendations regarding marketing strategies, materials and opportunities.
27. Produce billing documentation and conduct customer walk-throughs.
28. Keep accounts current by collecting customer payments on time.
29. Is aware of billing and collection status on all projects/customers. Advises on credits or collections and works with production, customer to get any collection issues resolved for work sold.
30. Other duties as assigned.

### **Key Performance Metrics**

1. Revenue growth
2. Profitability
3. Actual sales to budgeted goals
4. Retention of contracts
5. Development of loyal/repeat/referral customer base
6. Close ratio on proposals presented
7. Ratio of proposals submitted to backlog goals and objectives

8. Margin on projects sold – pricing at targeted or above target margins. Ensure profitable work.
9. Accuracy and completeness of sales, customer, prospect database information

### **Pivotal Duties**

1. To maintain complete customer and market awareness. Know where opportunity exists for improved customer service to current and prospective customers and opportunities for additional market penetration
2. To have complete understanding of all contractual obligations and customer preferences and effectively communicate to production staff.
3. To maintain constant awareness of customer expectations, production quality on assigned properties and communicate any deficiencies to production. Support in finding resolution.
4. To support production in maintain a safe working environment.
5. To monitor performance of work crews on assigned properties. Communicate with production any needs for training, discipline, and process improvement. Support and assist production in achievement of necessary steps.
6. To support and participate in the development, implementation and refinement of departmental best practices in all areas of field operations and safety. To keep abreast of new methods that might be applicable to the Company; constantly pursues new ideas, which could be implemented.
7. To effectively communicate with production regarding production costs. Work with production to develop strategies and ensure pricing will maintain or exceed targeted profit margins.
8. To proactively identify potential problems within production and find resolution to minimize damage/risk or possibly create unforeseen opportunity for gain.
9. To develop long-term life-cycle property management plans to meet customers projected needs and enhance overall quality of service.
10. To seek and architect opportunity for enhancements and project upgrades that are consistent with customer preferences and promote revenue growth for the company.
11. To manage personal effectiveness (competency, trust, communication, etc.) to maximize sales opportunities and development of customer relationships.
12. To provide and maintain excellent customer service. Maintain customers.
13. Ensure all field reporting and records are completed accurately flow effectively between field and office.

### **Success Behaviors**

1. Energetic self-starter and demonstrates initiative
2. Excellent communication and interpersonal skills
3. Excellent organizational and time management skills
4. Command of the technical requirements to maintain database information.
5. Ability to present an effective sales presentation – written and verbal
6. Keen eye for detail requirements of estimating and preparing proper bid
7. Ability to lead and inspire others

8. Results and action oriented
9. Sales and growth oriented
10. Profit driven – seeks ways to cut costs, improve efficiency and increase margins
11. Effective problem solving skills, ability to handle adversity
12. Performs and demands excellent quality in work
13. Service and teamwork oriented
14. Customer centered and focused
15. Focus on learning and self-development
16. Technically competent and skilled

### **Minimum Qualifications & Educational Requirements**

1. Bachelors Degree preferred.
2. 2-3 years related industry experience.
3. Will be required to obtain relevant industry certifications within 12 months.

### **Extraordinary Work Conditions**

1. Must maintain regular and reliable attendance at a level acceptable to the company, including the ability to work overtime, holidays, evenings or weekends as necessary.
2. Extensive driving within the Kansas City Metropolitan area.
3. Must be capable of working outdoors and visiting job sites on a regular basis.

### **Equipment/Machinery Used:**

1. Computers and peripherals
2. Multi-line telephone system
3. All office equipment, copy machine, fax machine etc.