



Date: October 26, 2016

Job Title: Account Manager
Department: Operations
Reports To: Branch Manager

Position Summary

Serve as a main point of contact for our clients and assist the branch production team in obtaining high quality landscape services. Ensure the branch achieves revenue, profitability, and contract renewal goals through the delivery of outstanding service and strong client relationships. Ensure attainment of annual sales goal and client base relationship growth plan.

Position Duties

- Identify, qualify and secure business opportunities by cultivating and maintaining mutually beneficial business relationships with current and potential clients.
- Work closely with region sales/operations leadership and senior sales/operations leadership in all aspects of winning, retaining, and growing accounts.
- Leverage executive-level relationships to develop targeted sales strategies that convey a customized approach.
- Actively research potential clients and pursue new business relationships. Obtain client requirements and prepare business development strategies tailored to the targeted customer.
- Monitor operation expenses by reviewing financial reports and providing avenues to improve branch's bottom line with Branch Manager and production team.
- Communicate client's expectations to production team.
- Develop and maintain long-term client relationships to ensure expectations are met and complaints are resolved throughout the cycle of their contracts.
- Identify job site priorities and/or coordination of job site schedules.
- Execute landscape quality audits to provide enhancement and/or maintenance opportunities to the client and to provide feedback to the production team on quality of job sites.
- Provide support on collection of accounts receivables.
- Create client proposals, contracts, and recommendations and estimates that achieve targeted revenue goals.
- Participate in branch growth through sales and marketing initiatives.
- Provide excellent organizational management, leadership and communication between client and production team.
- Collaborate with branch manager and production team to ensure profitability goals are in alignment for subcontracted services, materials, equipment, projects, labor management, etc.
- Promote high standards for customer service, safety culture and a positive team environment.
- Assist the branch team in hiring, corrective action, training and mentoring of crew members.
- Provide assistance on managing crew members as needed including performance management, addressing complaints, and planning, assigning or directing work load.
- Handle high-level conflict and provide resolutions that are beneficial to the client without negatively impacting the operation.
- Assist in ordering material and supplies for projects in a timely fashion.
- Support and promote company standards including company culture, company goals and objectives, and state and federal laws or regulations.
- Perform other duties as assigned.

Position Requirements

Job Title: Account Manager

Education: High school diploma or equivalent
Bachelor's degree in Horticulture, Business Management or a related field is highly preferred

Experience: 1 or more years experience in account management services in the landscaping industry, or 3 or more years experience as a production manager in landscaping

Knowledge: Horticulture, full sales cycle, account management, high level of client services and relationship development, budgets, forecasting, and financial reporting
Microsoft Office and PDF software programs (e.g. Adobe, Word, Excel and PowerPoint)

Skills: Strong listening and communication
Interpersonal
Conflict resolution
Organization and planning
Project management, including labor management and contract proposals

Other: Possess a valid driver's license
Travel to complete job assignments
Walk, stand, sit, up to 10 hours per day
Lift, move up to 50lb.
Qualified candidates must be able to successfully pass a criminal background check and drug screen