

## Account Manager Ad 1.2017

We are seeking a customer service oriented, high energy horticulturalist to add to our rapidly growing landscape maintenance team. The right candidate will have excellent communication, organizational and sales skills along with a desire for customer satisfaction. It is a great opportunity for career advancement at a successful, growing landscape company.

### **Skills Required:**

- Hands on, whatever it takes, positive attitude
- Exceptional communication and interpersonal skills
- Strong leader, coaching, mentoring skills
- Relationship building skills
- Excellent organizational and time management skills
- Operations management skills
- Horticultural knowledge
- Irrigation knowledge
- Experience with word, excel, outlook
- Detail oriented
- Self motivated
- Effective problem solving skills
- Team oriented
- Strong role model for integrity and ethics

### **Essential Functions:**

- Satisfaction and retention of current landscape maintenance customers
- Annual contract review and renewals
- Meet established sales goals
- Assist with scheduling and routing of maintenance crews
- Direct communication with crews to provide instruction, coaching and mentoring
- Conduct weekly account inspections
- Ensure that quality and service expectations are met and exceeded
- Proactive communication with customers
- Recommend potential additional services to existing customers
- Qualify new prospects and actively seek referrals
- Learn and implement company sales culture/system
- Research pricing and order materials as needed
- Attend weekly sales/production meetings
- Work with marketing department to develop strategies and systems to track results
- Responsible for managing annual snow removal contracts
- Meet deadlines as they are presented
- Other functions as assigned

### **Job Summary:**

The account manager is primarily responsible for customer satisfaction and serves as the face of the company for a portfolio of residential and commercial landscape maintenance customers. You will be responsible for

communicating contract expectations to customers, the production team and office staff. This position is also responsible for the required planning, follow up and follow through to maintain positive relationships with customers and ensure that contract expectations are met to ensure customer retention. You will proactively monitor properties through weekly account inspections in order to anticipate and prevent problems, while finding ongoing sales opportunities in enhancements on our existing maintenance sites. The secondary responsibility, although equally important, is prospecting, qualifying and meeting with new customers to provide for ongoing departmental growth.

**Contact:**

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