



Job Description and Duties of Account Manager (AM)

Department: Maintenance

Status: Non-exempt

Reports to: Maintenance Division Director of Operations

Schedule: Varies

Job Description: The Account Manager (AM) serves as the primary contact for clients. They build and sustain long-term relationships, focusing on both client retention and ancillary sales while directly managing the field operations.

Physical requirements:

- Stand, walk, bend, stoop,
- Lift up to 100 lbs.;

Skills/Qualifications:

- 1 year of supervisory experience in the landscape or service industry;
- 5 years of prior customer service, management, and leadership experience within an organization, the landscaping industry or local marketplace
- Ability to coach and develop teams;
- 2- or 4-year degree in a business-related field or equivalent experience in a service industry;
- Microsoft Operating System and Office Applications, including strong Excel skills;
- Ability to work as part of a team;
- Self-motivated and proactive;
- Highly effective and persuasive communication skills;
- Vendor relations management;
- Document management;
- Attention to detail;
- Time-management, prioritization and organizational skills;
- Ability to type and operate standard office equipment on a daily basis;
- Observant, analytical, inquisitive and attentive.

Duties

- Develop and maintain long-term relationships with customers, focusing on both the main contact as well as the next level above and below
- Develop and maintain a schedule to perform “site walkthroughs” during formal meetings with customers to ensure quality and service expectations are met
- Lead and facilitate or assist in the resolution of customer problems or concerns
- Proactively present site enhancement ideas to existing customers

- Ensure renewals of each current account within the customer portfolio
- Identify and pursue opportunities to sell ancillary services
- Ensure a safe environment for employees, customers and the general public
- Generate referrals from existing client base and communicate to Business Developer
- Develop accurate estimates and takeoffs for both new and existing clients as needed
- Communicate regularly to ensure client needs and expectations are consistently met or exceeded
- Manage service delivery to specified scope of work
- Ensure branch financial goals met by maintaining acceptable gross margins for both base contract work and ancillary services
- Coordinate consistent and timely site visits
- Participate in branch meetings in overall leadership skills
- Coordinate with Administrators to ensure branch demographics are consistently updated with current client information
- Other tasks and duties as assigned