

# STRATHMEYER

## L A N D S C A P E

### Job Description

**Job Title:** Maintenance Account Manager

**FLSA Classification:** Salaried, Exempt

**Reports To:** Sales Manager

**Prepared:** February 2018

This position is responsible for a complete variety of professional maintenance account management assignments for our commercial and residential clients, including the review and evaluation of all proposal and bid information and details ensuring Strathmeyer Landscape and our client has a full and complete understanding of the project scope. At Strathmeyer Landscape our Maintenance Account Managers oversee a variety of job duties from small plant installation to full scope maintenance services including snow removal. Our Team Members understand, agree to, and implement Strathmeyer Landscape's Vision Statement and Core Values.

**Duties and Responsibilities include the following – other duties may be assigned.**

#### **Sales and Customer Service:**

- ❖ Provide high quality customer service by meeting or exceeding client's needs. Generate fair, thorough and accurate design proposals
- ❖ Communicate the scope of work, installation and service process to clients to help ensure realistic expectations
- ❖ Follow up with clients before, during and after installation or service work
- ❖ Responsible for ensuring margins and profitability meet or exceed company established budgets
- ❖ Responsible for pursuing and proposing project enhancements for existing contracts

#### **Administrative Responsibilities:**

- ❖ Submits all Proposals accurately and on time to our clients
- ❖ Completes all necessary paperwork/documents for the project – i.e. internal and external
- ❖ Consistently manages proposal sales cycles in Asset software system
- ❖ Communicate timelines, change orders and other project information to sales and leadership team effectively and timely

#### **Project Responsibilities:**

- ❖ Communicate project scope to Crew Leader before beginning project, explaining special details or nuances of the installation to maximize crew's productivity
- ❖ Revise plans and estimates according to project changes and communicate such along with any price change accordingly
- ❖ Proactively coordinate with Operations Coordinator to ensure all materials and equipment are procured and delivered in time to meet schedule
- ❖ Track all expenses on jobs, ensuring proper entry of time, materials and subcontractors for each
- ❖ Review project specific specifications and prepare follow-up questions and responses
- ❖ Follows up regularly with both internal and external client on bid status

# Strathmeyer – Maintenance Account Manager

## **Project Responsibilities, cont'd:**

- ❖ Ensure all project documents are filed and stored appropriately in both electronic and paper files
- ❖ Upon sale and closing of a project ensures all internal teams have the necessary knowledge, information and tools to begin processing and scheduling the work
- ❖ Review all final client documentation to ensure it is complete, accurate and represents the scope that was bid

## **Operational Responsibilities:**

- ❖ Working daily with production to ensure that work is being completed in a satisfactory level
- ❖ Communicate with operations staff daily on schedules for work on all jobs to meet customers schedule requirements
- ❖ Involvement in weekly operations meeting, supporting Operations Team on client relationships
- ❖ Develop deep rooted relationship with operations team to ensure exceptional customer service
- ❖ Schedule and attend customer site visits with operations team to provide in the field, real time instruction and coaching on quality and customer expectations

## **Other Responsibilities:**

- ❖ Supports the Purchasing Department team with sourcing materials, vendors and subcontractors
- ❖ Supports operations team on estimating and production planning
- ❖ Supports Team with asset management – i.e. equipment, trucks and subcontractors etc.
- ❖ Continually network for the company and attend business functions as assigned
- ❖ Work with coworkers to create new marketing plans and carry out plans put in place
- ❖ Attend monthly Individual Sales meetings and monthly Departmental Profitability meetings
- ❖ Ensure cleanliness and care of Company owned property, equipment and vehicles
- ❖ Availability for Snow Captain removal services/Operations
- ❖ Other tasks as assigned

## **Qualifications:**

### **Skill-set, Experience and Knowledge:**

- ❖ Able to work with various software programs – i.e. Microsoft Excel, Word, PowerPoint, Outlook, Google Earth, Blue Beam, and Map Point. ASSET experience a plus (+).
- ❖ Ability to understand Company processes and procedures and customer expectations and directives
- ❖ Commitment to a high quality and customer service standard.
- ❖ Ability to effectively communicate both verbal and written
- ❖ Excellent phone skills.
- ❖ Ability to resolve customer issues timely and accurately
- ❖ Ability to evaluate and solve problems in the field
- ❖ Confident in abilities to interact with people of all types
- ❖ Knowledge of plant material and turf.
- ❖ Ability and willingness to work under seasonal work demands
- ❖ Supervisory and leadership skill set
- ❖ Capability to thrive in a team oriented environment
- ❖ Ability to multi-task, manage multiple priorities, with a high attention to detail
- ❖ Read and interpret plans and project specifications to ensure project is built accordingly
- ❖ Proficient use of all landscape equipment
- ❖ Basic math skills.
- ❖ Ability to work independently
- ❖ Current valid driver license
- ❖ Ability to pass DOT physical and driving test

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## **Skill-set, Experience and Knowledge cont'd:**

- ❖ Ability to pass Company mandatory drug and alcohol screening
- ❖ Spanish Language not required but a plus

## **Educational and/or Experience:**

- ❖ Minimum of Five (5) years of operations, leadership and management experience within the Service Industry preferably within the local market
- ❖ Minimum 2 year degree preferred four (4) year degree in landscape contracting, horticulture, turf science or related degree with five (5) plus years' experience