

STRATHMEYER

L A N D S C A P E

Job Description

Job Title: Tract Home Operations Manager

FLSA Classification: Salaried, Exempt

Reports To: General Manager

Prepared: August 2017, Rev.01

This position is the principle contact for clients, confirming that Strathmeyer Landscape has a well-established, sustainable long term relationship. This individual ensures complete customer satisfaction is achieved while leveraging the relationship to benefit both the client and Strathmeyer. Primary responsibilities include customer retention and ensuring that revenue growth rates are achieved or exceed Organizational goals. Our Employees understand, agree to, and implement Strathmeyer Landscape's Vision Statement and Core Values.

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

Service Responsibilities:

- ❖ Managing a group of key customers, growing business within the group, prospecting and developing new customers.
- ❖ Resolve all customer concerns in a professional and timely manner.
- ❖ Perform regularly scheduled site assessments to identify quality/service issues, provide detail site information to the customer and up-sell additional services.
- ❖ Renew 100% of all accounts assigned.

Sales Responsibilities:

- ❖ Responsible for meeting or exceeding Company and individual established sales goals.
- ❖ Identify and sell new work based on relationship selling – i.e. referral sales.
- ❖ Responsible for sales process for identifying customer pain points, scope and specifications, take-offs, proposal development and closing the sale.
- ❖ Responsible for ensuring margins and job profitability meet or exceed company established budgets.
- ❖ Responsible to attend after hour events when necessary – i.e. networking events.

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Operational Responsibilities:

- ❖ Familiarity with each sites specification's and working daily with production to ensure that work is being completed in a satisfactory level.
- ❖ Daily management of jobs and crews thru utilization of "iCREWtek", a crew control and job tracking software.
- ❖ Communicate with production staff daily on schedules for work on all jobs to meet customers schedule requirements.
- ❖ Involvement in weekly operations meeting, supporting General Manager and 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.

Project/Pass-off Responsibilities:

- ❖ Ensures 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.

Administrative Responsibilities:

- ❖ Learn and fully utilize company software system – "Asset" and "iCREWtek"
- ❖ Participate in all Company sponsored meetings.
- ❖ Complete all Company specified paperwork effectively and timely – i.e. estimates, contracts, reporting tools, extra's proposals, expense reports etc.
- ❖ Monitor and manage customer accounts receivables. Intervene as need to ensure all accounts are paid in full within contract terms.
- ❖ Other tasks as assigned.

Other Responsibilities:

- ❖ Supports the Purchasing Department team with sourcing materials, vendors and subcontractors.
- ❖ Support General Manager and 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.
- ❖ Attend monthly Departmental Profitability meetings
- ❖ Ensure cleanliness and care of Company owned property, equipment and vehicles
- ❖ 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. ASSET experience a plus (+).
- ❖ Excellent math skills
- ❖ Ability and knowledge to complete field measurements and take-offs.
- ❖ Excellent communication skills both written and verbal.
- ❖ Excellent phone skills.
- ❖ Ability to resolve issues timely and accurately.

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Skill-set, Experience and Knowledge: (cont'd)

- ❖ Confident in abilities to interact with people of all types.
- ❖ Highly developed organizational skills and demonstrated ability to multi-task and manage multiple projects and priorities simultaneously.
- ❖ Knowledge of plant material and horticultural practices
- ❖ Service industry experience a must – greens industry experience a plus (+)
- ❖ General business knowledge
- ❖ Ability and willingness to work under seasonal demands

Educational and/or Experience:

- ❖ Minimum of Five (5) years of customer service, leadership and management experience within the Service Industry preferably within the local market.
- ❖ Minimum 2 year degree preferred four (4) year degree in business, marketing or related degree with five (5) plus years' experience.