



JOB DESCRIPTION: ACCOUNT MANAGER

CLASSIFICATION PURPOSE

This exempt, supervisory job classification is responsible for ensuring a diverse portfolio of job assignments that meet revenue and gross profit goals, comply with human resources and safety standards, while maintaining exemplary levels of customer service; performs other work as required.

ESSENTIAL FUNCTIONS

The examples of functions listed in this job description are representative, but not necessarily exhaustive, of any one position in this job classification. Management may assign other functions not listed herein at its sole discretion.

- Full responsibility for multiple landscape jobs by managing labor, materials, time, and customer expectations;
- demonstrates horticulture expertise (e.g., turf, shrubs, ground cover, plants, weeds, pests);
- prepares job proposals;
- sells enhancements;
- possesses a thorough understanding of the Company's maintenance specifications and scope of extra services;
- completes paperwork (e.g., invoices, timecards, safety documents) accurately, timely, and efficiently;
- ensures gross margin goals are met by establishing challenging goals, clarifying expectations, and holding crews accountable for performance;
- develops weekly labor schedule, efficient crew routing circles, and job sequencing procedures;
- tracks key performance standards for each job;
- actively engages in company promotion;
- attends customer meetings and walk-throughs, completes punch lists, and makes recommendations to clients;
- reads and understands contracts;
- actively participates in safety meetings;
- conducts safety audits, job quality audits, and human resources paperwork;
- conducts necessary job documentation;
- ensures purchasing, delivery, and material processing are completed correctly;
- ensures all work meets company quality standards;
- develops proactive plans to improve achievement of key performance indicators;
- demonstrates leadership, initiative, and accountability at all times;
- role models PPE usage;
- can multi-task with short timelines and limited resources;
- is results oriented in all aspects of performance;
- ensures trades conduct a hazard review and perform general public safety checks;
- operates landscape hand tools and light and heavy-duty equipment efficiently and safely;
- can interpret blueprints, landscape plans, and soils reports;
- possesses strong irrigation skills including controller programming, troubleshooting, and system design;
- fosters a safety culture, performs Safety Coordinator function, and addresses workers' compensation issues;
- can develop, interpret, and meet a budget;
- role models all organizational policies and procedures;
- estimates jobs accurately;
- demonstrates strong understanding of chemical applications, hazardous substances, and OSHA compliance;
- is available for "on call" emergencies;
- communicates effectively with field staff;
- recruits, interviews, hires, trains, supervises, disciplines, evaluates, and motivates, subordinate employees;
- keeps owner informed of all relevant operations issues;
- tracks equipment, tools, and vehicle inventory, preventative maintenance, and repair;
- performs irrigation functions (e.g., sprinklers, valves, controllers, troubleshooting, and repair);
- demonstrates strong business ethics and integrity;
- utilizes computer skills, information technology, and MS Office applications effectively;
- performs Winter Service (e.g., snow clearing, snow plowing, shoveling, salting) as needed;
- provides excellent service (e.g., accurate, complete, and timely) to clients, work-site partners, and company staff in a courteous and efficient manner.

COMPETENCIES

- **Business Acumen:** Proactively manages the business portfolio as a profit center; increases revenue, leverages resources, and tracks expenses to ensure revenue, efficiency, and gross margin goals are met.
- **Results Oriented:** Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable, and relevant goals and takes efficient action to accomplish success.
- **Landscape Operations:** Demonstrates professional understanding of horticulture, landscape construction, enhancements, irrigation, and shop principles, practices, and concepts.
- **People Management:** Responsible for staffing, training, and performance management; approves all paperwork; complies with all human resources procedures; views employees as assets.
- **Job Quality:** Understands the relationship between job quality and customer service, satisfaction, and retention; ensures landscape and horticulture quality standards are met for every job.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
- **Interpersonal Skills:** Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.

EDUCATION/EXPERIENCE

An example of the preferred education, training, and/or experience that demonstrates possession of the knowledge, skills, and competencies for this position includes: at least three (3) years of professional landscape and grounds maintenance experience similar to that described above. Leadership or prior management experience is desired.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the functions required by this job classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the functions of this job classification, on a case-by-case basis.

Frequently stand, walk, or crouch on narrow and/or slippery surfaces; stoop, kneel, bend to pick up or move objects; walk for long distances and on sloped ground and uneven surfaces; move, lift, and carry objects weighing up to 50 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

SPECIAL NOTES, LICENSES AND CERTIFICATIONS

Pre-employment: Incumbents must sign the Confidentiality, Non-disclosure, and Non-solicitation Agreement prior to their first day on the job.

License: A valid driver's license and/or CDL certification is required at the time of hire. Incumbents may be required to provide a 3-year driving record from the DMV.

Language: Though not required, bilingual English and Spanish skills are desirable.

Certifications: No certifications are required of this position.

Working Conditions: Work is conducted outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents. Flexible working hours including occasional weekend work.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates may be subject to a background investigation and/or drug test.

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

KEY PERFORMANCE INDICATORS

The Key Performance Indicators for this position will be specified at the time of appointment.