



COMMERCIAL LANDSCAPE ACCOUNT MANAGER

You would be the primary contact for your clients, building long-term relationships that foster satisfaction, retention, and ancillary sales. You would also oversee field operations and collaborate with the branch team to deliver the GT Experience. The Account Manager is responsible for achieving revenue, profitability, and contract renewal goals through the delivery of outstanding service and strong client relationships to grow the branch's book of business through enhancement sales and business development.

Account Management:

- Developing and maintaining long-term relationships with clients and ensuring complaints are mitigated by proactive ongoing communication.
- Promotes high standards for customer service, safety culture and a positive team environment.
- Scheduling and Performing site walkthroughs with clients to ensure quality and service expectations are met.
- Issue monthly site visit reports utilizing Microsoft Word and Adobe.
- Facilitating the resolution of client concerns to ensure renewal.
- Identifies job site priorities and/or coordination of job site schedules.
- Handles high-level conflict and provides resolutions that are beneficial to the client without negatively impacting the operation.

Sales:

- Proactively presenting site enhancement ideas to your clients.
- Gaining required google reviews from client portfolio.
- Generating referrals from existing clients and passing them to the Business Developer
- Developing accurate takeoffs and estimates for new and existing clients, maintaining acceptable gross margins that support the branch's financial goals.
- Involved in branch growth through sales and marketing initiatives.

Operational:

- Provides excellent organizational management, leadership and communication between client and production team.
- Collaborates with Operations manager and production team to ensure profitability goals are in alignment for contracted services and labor management.

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- Coordinating with the Operations Manager and office staff to ensure branch databases contain up-to-date client information and CRM is accurate and up to date.
- Assists the branch team in hiring, disciplinary action, training and mentoring of crew members.
- Provides support on collection of accounts receivables.

Disclaimer

The noted responsibilities are not an all-inclusive list. Additional duties may be required with changes in overall staffing levels. All duties performed are expected to be performed as if they are subject to your job measurement.

Relationships and Roles - Internal / External:

- Maintains contact with all customers to ensure high levels of work satisfaction.
- Demonstrates ability to bridge communications between managers and customers.
- Must have a can-do attitude

Accountabilities:

- The position involves a high degree of complexity because of the need to manage the diverse operating styles of staff and the need to adjust to the seasonality of the business. The position operates from established operational procedures but is expected to innovate to enhance the overall success of the company's employees. The position operates with a minimal amount of supervision.

Knowledge, Skills, and Abilities:

- Basic understanding of landscape maintenance horticulture.
- Understanding of basic landscape enhancement work.
- Ability to coach and develop teams.
- Must have valid driver's license.
- Intermediate Computer Skills included Microsoft Office Suite and Adobe Acrobat.

Language Skills:

- Bi-lingual English/Spanish.
- Ability to read, write and comprehend English.
- Ability to speak effectively before employees and customers individually or in a group setting.

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Physical Requirements:

- Safely perform heavy lifting/pushing/pulling of various landscaping equipment and materials.
- Lift and carry up to 50lbs
- Push, pull, grip, and squeeze various tools, and products.
- Walk up to 10 miles a day, sometimes up hill and on uneven terrain, often while carrying, pushing, or pulling equipment.
- Spray various pesticides/herbicides.

Education/Experience:

- 1 year of in-field landscape supervisory experience.
- 3 years of prior customer service, and leadership experience within an organization.

Environment

- Work is performed in the office and field. Travel is as required.
- Work will be in inclement weather conditions.
- Noise level may be loud at times and use of ear plugs may be required.



GTLS Witness

Date: _____



Employee Acceptance

Date: _____