



Account Manager

Summary/Objective

Account Managers are responsible for managing existing customers by providing quality control site visits and proposing potential enhancements for properties.

Essential Functions

- Serve as the client's main point of contact for day-to-day site issues and expeditiously and proactively identifying, addressing, and resolving client needs.
- Conduct periodic walkthroughs with clients and other company representatives, as appropriate.
- Sell services by establishing contact and developing relationships with existing customers while recommending solutions.
- Work closely with Field Supervisor(s) and operations to ensure all services are performed according to the contract specifications, budget, schedule, and Landry's standards of quality.
- Effectively communicate with the operations team regarding the tasks necessary to provide consistent high-quality results for clients.
- Maintain relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; and suggesting profit and service improvements.
- Identify product improvements or new services by staying current on industry trends, market activities, and competitors.
- Prepare reports by collecting, analyzing, and summarizing data.
- Maintain quality service by establishing and enforcing organizational standards.
- Enhance professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies.
- Contribute to team efforts by collaborating with the operation's team and participating in meetings to accomplish related results as needed.
- Liaise between the customer and internal teams.
- Drive enhancement and new maintenance sales with existing clients and new clients
- Responsible for maintaining and reviewing all contracts with Branch/OP Manager. This will also involve collaborating on renewal for price increase and client retention.

Supervisory Responsibility

This position does not have supervisor responsibilities.

Work Environment

This job operates in a professional office environment and on job sites. This role routinely uses standard office equipment such as computers, multi-line telephone system, photocopiers, filing cabinets and fax machines.

Physical Demands



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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk, talk, hear, stand; use hands to handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time exempt position. Days and hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m. Occasional after-hours and weekend work may be required and is anticipated as needed.

Travel

This position might require overnight travel. These requirements will vary. Extensive driving may be required.

Required Education and Experience

1. High School Diploma
2. 3 years' experience in landscape account management or sales.

Preferred Education and Experience

1. Bachelor's Degree in Horticulture
2. Knowledge of MS Office Suite
3. Knowledge of CRM software
4. Bilingual- Spanish preferred
5. Aspire software experience

Additional Eligibility Qualifications

1. Professional demeanor and appearance
2. Strong presentation and negotiation skills
3. Accomplished verbal and written communication skills
4. Ability to develop strong client relationships
5. Hands on approach to task management and customer interaction
6. Strong time management and organizational skills
7. Strong analytical skills, ability to meet critical deadlines with accuracy and attention to detail

Other Duties

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



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Signatures

This job description has been approved by all levels of management:

Manager

Human Resources

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date