



JOB DESCRIPTION: COMMERCIAL ACCOUNT MANAGER

CLASSIFICATION PURPOSE

This exempt, supervisory job classification is responsible for ensuring a diverse portfolio of job assignments that meet revenue, gross profit, and retention 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.

- Responsible for multiple landscape and snow jobs by managing customer expectations efficiently and renewing contracts;
- demonstrates horticulture expertise (e.g., turf, shrubs, ground cover, plants, weeds, pests, planting techniques, color displays, and layouts);
- prepares job proposals;
- identifies and sells enhancements;
- possesses a thorough understanding of the Company's standard maintenance specifications and scope of extra services;
- ensures gross margin goals are met by establishing challenging goals, clarifying expectations, and holding crews accountable for performance;
- tracks key performance standards for each job;
- actively engages in company promotion;
- works collaboratively to ensure inter-branch success;
- attends customer meetings, conducts walk-throughs, completes punch lists, and offers creative solutions to customers;
- reads and understands specifications, RFPs, and contracts;
- attends and participates in safety and training meetings;
- conducts necessary job documentation;
- 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;
- can multi-task with short timelines and limited resources;
- is results oriented in all aspects of performance;
- operates landscape hand tools and light and heavy-duty equipment efficiently and safely;
- can interpret landscape plans and soils reports;
- possesses strong irrigation skills including controller programming, troubleshooting, and system design;
- leads meetings;
- can develop, interpret, and meet a budget;
- role models all organizational policies and procedures;
- estimates jobs accurately;
- demonstrates professional understanding of chemical applications, hazardous substances, and OSHA compliance;
- is available for "on call" emergencies;
- performs Winter Service account management as described for landscape, and (e.g., snow clearing, salting, shoveling) if needed;
- utilizes computer skills, information technology, Aspire software, and MS Office applications effectively; and
- 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, self-motivated, and goal oriented; takes initiative to learn; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable goals, and takes efficient action to accomplish success.

- **Decision Quality:** Consistently makes effective, timely, and sound decisions; solicits information from multiple sources prior to making a judgment; addresses goals, resources, and intangibles; considers implications and contingency plans associated with all decisions.
- **People Management:** Assists in employee training, coaching, and performance management; complies with all human resources procedures; views employees as assets.
- **Job Quality:** Understands the relationship between job quality and customer service, satisfaction, and retention; is attentive to details; ensures landscape and horticulture quality standards are met for every job.
- **Customer Service:** Consistently exceeds customer expectations; keeps customers well-informed through clear communication, 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 four (4) years of professional horticulture, landscape, and irrigation experience similar to that presented above.

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 Class D driver's license is required of this job classification.

Certifications: Incumbents are encouraged to attain their CPR-First Aid certification, the Massachusetts Certification Landscape Professional (MCLP) certification, and the Massachusetts Pesticide Applicator License, during their first year of employment and maintain that certification thereafter. A DOT Medical Certification is required of this job classification.

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

Working Conditions: Work is predominately outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents.

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.