



Landscape Maintenance Sales & Account Manager
Sells the jobs & is the main point of contact (outward focus)

Introduction: Do you thrive in a small family- oriented environment? Do you want to work for the Omaha Chamber's small business of the year? If you answered yes, then your next career move is to Sun Valley Landscaping as our Landscape Maintenance Sales and Account Manager! At Sun Valley Landscaping, our team members are passionate, outdoor lovers, community leaders and come from diversified backgrounds. As a not-so-typical landscaping company, we offer a challenging, yet rewarding environment with high employee retention.

Summary: The Sales & Account Manager (SAM) is a high energy, relationship building individual with expert industry experience who enjoys working with clients. The core objective of the SAM is to grow the maintenance division of Sun Valley Landscaping by providing legendary service as the main point of contact for our clients. This will be accomplished by the retention of existing clients and the addition of new clients. The SAM will be responsible for the following tasks:

Objective:

- Oversee all interaction with the clients and work with the team to ensure satisfaction.
- Groom the relationship with each client and be his/her main point of contact.
- Coordinate office and field staff to provide legendary services to our clients.
- Meet with all new clients, preferably on-site, to establish maintenance contracts.
- Prepare all maintenance estimates and quotes based on company guidelines.
- Create compelling sales presentations in person and via email.
- Set expectations, make notes and provide suggestions for client properties.
- Assist in making schedules, coordinating services and training field staff.
- Ensure all jobs are kept on schedule and on budget.
- Partner with the Production Manager to provide proactive communication to clients.
- Analyze job costing reports and work with production staff to make improvements.
- Ensure all billing and client account information is accurate and up to date.
- Perform regular, documented site visits to ensure production standards are being met.
- Upsell existing clients to pursue full service, monthly contracts & enhancement offerings.
- Provide technical knowledge regarding services and proactive landscape care.
- Investigate service and landscape issues, provide proper solutions in a timely manner.
- Meet with crews on site to coordinate services and offer training as needed.
- Ensure the proper operation and maintenance of equipment with the PM.
- Ensure that all safety procedures and safety programs are being followed with the PM.
- Report and record all accidents, work injuries and property damage complaints w/ PM.
- Create and implement training programs for all crews with the Production Manager.
- Coordinate the purchasing, staging, delivery and use of materials with the PM.
- Research vendor product offerings, pricing and stay up to date on industry trends.
- Develop relationships with sub-contractors to quote and produce work for our clients.
- Order all plants materials for jobs and make pre-season orders of floral materials.



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continued from page 1...

- Maintain and renew all service contracts with the assistance of the team.
- Participate in strategic planning and company initiatives.
- Provide recommendations for pricing, equipment & staff to maximize efficiency.
- Sell all snow contracts and assist with snow operations in the winter (same as above).

The maintenance division consists of all mowing, fertilization, cleanups, turf care, chemical applications, bed maintenance, plant care, mulching, annuals, containers, and snow removal services for residential and commercial clients. The sales & account manager must be thoroughly familiar with all aspects of these services, including best practices, trends, estimating, sales, production, and customer service.

Accountability:

- ✓ New sales
- ✓ Upsells and enhancements
- ✓ Maintenance division budget and gross profit goals.
- ✓ Maintenance client retention rate and timely renewal sent dates.
- ✓ Billing and client information accuracy.
- ✓ Proactive client communication regarding services.
- ✓ Client satisfaction rates.
- ✓ Documented property inspections and service quality.

Direct Reports & Relationships:

- The Sales & Account Manager will report directly to the CEO on a daily basis.
- The SAM will work closely with the Production Manager, Field Supervisors, Fleet Mechanic, Nursery Manager and Supply Yard Manager to properly coordinate all services, staff, equipment, materials and subcontractors.
- The GM will coach and assist the SAM to allow for the best opportunity to succeed.





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Experience, Skills & Education

- 8+ years combined landscape maintenance production and sales experience
- Considered an expert in the lawn and landscape maintenance field
- Associates degree (preferably in the green industry)
- NALP or Equivalent Landscape Professional Certification
- Driver's license & own vehicle to use for work (mileage reimbursed).
- Clean driving and criminal record.
- Expert level computer skills - Office suite, CRM programs, GIS websites & QuickBooks
- Strong math skills – experience gathering take-offs and estimating work
- Experience leading, organizing and managing multiple people a must.
- Experience in sales and customer service a must.
- Experience with scheduling, production and logistics a must.
- Working knowledge of fleet equipment and trucks a PLUS.
- Bilingual in English and Spanish a PLUS
- Excellent written and verbal communication skills.
- Ability to maintain a professional, positive and charismatic demeanor at all times.

Success Factors:

- Possess a genuine love for the outdoors and landscaping
- High energy, self-driven person who enjoys building & maintaining relationships
- Ability to relate to and network with a wide variety of individuals from all walks of life
- Requires minimal supervision and consistently delivers above average results, success driven
- Consistently behaved person with strong core values & integrity
- Enthusiastic, positive and passionate person
- Driven by a desire to accomplish company and personal goals
- Able to make effective presentations (written and verbal)
- Able to deal with uncertainty and changing working conditions on a daily basis (stress)
- Can handle rejection and success with class
- Thrives under pressure, handles stressful situations in a calm and collective manner
- Ability to make quick judgment decisions based on logic and research
- Ability to process large amounts of information quickly
- Able to identify the most important priorities and act accordingly on a daily basis
- Strategic thinker capable of creating and implementing systems
- Ability to maintain a proficient, yet teachable attitude at all times
- Punctual and reliable person that can be counted on
- Strong math skills, enjoys working with numbers
- Enjoys the chase and relationship building of an active, busy sales professional
- Enjoys networking and meeting new people



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Working Schedule:

- Willing to work long hours as necessary to accomplish set goals
- Approximate work load per week based on past experience of successful sales and account managers (spring – 60hrs, summer – 40-50hrs, fall 50-60hrs, winter 40hrs*)
- Crews arrive at 7am or earlier – SAM should be first in and last out when needed
- Available for all winter snow events, ability to work odd hours overnight when needed*
- Typical day may involve 60% time in the office and 40% of your time in the field
- Evening and weekend appointments as necessary to meet with clients
- Work vehicle may be available but should not be expected at this time.
- Must be comfortable with a highly seasonal job and enjoy the change of pace

Compensation & Benefits:

- Relaxed company culture (we work hard, but like to have fun!)
- Numerous company events with opportunities to involve your family.
- Total compensation of \$40,000 - \$60,000+
- Commission structure
- Potential signing bonus based on experience
- 2 weeks paid vacation (no vacation from March 15 – June 15)
- Paid holidays (total of 10)
- Cell phone included (unlimited plan)
- Reimbursement of \$.50 per mile for driving own vehicle for work related purposes.
- Yard & service discounts for immediate family
- Simple IRA plan available after one year (3% match)
- Health insurance available after 90 days
- Half price zoo memberships
- Monthly company BBQ's



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