



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

**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 above-standard service as the main point of contact for our high-end residential 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:

**Duties:**

- Groom the relationship with each client and be his/her main point of contact.
- Meet new clients, preferably on-site, to establish maintenance contracts.
- Prepare maintenance estimates based on company guidelines.
- Create compelling sales presentations in person and via email.
- Set expectations, make notes and provide suggestions for client properties.
- 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 horticulture care.
- Investigate service and landscape issues, provide proper solutions in a timely manner.
- Coordinate the purchasing, staging, delivery and use of materials with the PM.
- Develop relationships with sub-contractors to quote and produce work for our clients.
- 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 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:**

- ✓ Individual and team sales goals
- ✓ Maintenance division client retention rate
- ✓ Client satisfaction scores
- ✓ Documented property inspections and service quality



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***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 Assistant, Field Supervisors, Fleet Mechanic, Nursery and Supply Yard Managers 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.

***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 and clean driving and criminal record
- Expert level computer skills - Office suite, CRM programs, GIS websites
- Strong math skills – experience gathering take-offs and estimating work
- Experience in sales and customer service a must.
- Experience with scheduling, production and logistics is a PLUS.
- 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.

***Compensation & Benefits:***

- Total compensation of \$55,000 - \$80,000 (includes commission structure)
- 2 weeks paid vacation; increases each year with tenure
- Paid holidays (total of 10)
- Cell phone included (unlimited plan)
- Take home vehicle
- Yard & service discounts for immediate family
- Simple IRA plan – 3% match available after 1 year
- Health and dental insurance available after 60 days
- Half price zoo memberships



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