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| **Mock Property Services, Inc.** | | | |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |
| Job Title: |  | Lawn Care and Snow Removal Account Manager | | | | |  | Type of Position: | | Hourly |
| Department: | | Lawn Care and Snow Removal | | |  |  |  |  |  |  |
| Reports to: | |  |  |  |  |  |  |  |  |  |
|  | DUTIES AND RESPONSIBILTIES | | | |  |  |  |  |  |  |
| 1.) Oversee all service and maintenance accounts within the Lawn Care and Snow Removal Departments | | | | | | | | | | |
| 2.) Secure contracts | | |  |  |  |  |  |  |  |  |
| 3.) Monitor sites weekly | | |  |  |  |  |  |  |  |  |
| 4.) Schedule and manage service routes | | | | |  |  |  |  |  |  |
| 5.) Maintain customer relations, correspondence, and quality control | | | | | | | |  |  |  |
| 6.) Develop relationships within the existing and potential customer base | | | | | | | |  |  |  |
| 7.) Encourage a positive work environment | | | | |  |  |  |  |  |  |
| 8.) Input on the addition/retention of employees for your departments | | | | | | | |  |  |  |
| 9.) Drive customer satisfaction and loyalty by demonstrating an understanding of customers key objectives | | | | | | | | | | |
| 10.) Maintain truck/tools/supplies | | | | |  |  |  |  |  |  |
| FINANCIAL ACCOUNTABILITY | | | |  |  |  |  |  |  |  |
| 1.) Completes job set-up/dispatch/completion within Service Auto Pilot to produce accurate billing | | | | | | | | | |  |
| 2.) Produces P & L on all pond services rendered | | | | |  |  |  |  |  |  |
| 3.) Coordinate billing with the accounting department | | | | | |  |  |  |  |  |
| INITIAL DUTIES | | |  |  |  |  |  |  |  |  |
| 1.) Learn office and field procedures and policies | | | | |  |  |  |  |  |  |
| 2.) Analyze efficiency and develop strategy/ plan to increase efficiency and reduce cost | | | | | | | | |  |  |
| 3.) Survey existing properties | | |  |  |  |  |  |  |  |  |
| REQUIRED QUALIFICATIONS | | | |  |  |  |  |  |  |  |
| 1.) Outstanding customer service skills- ability to turn transactions into relationships | | | | | | | | |  |  |
| 2.) Strong ability to recover quickly from a service failure | | | | | |  |  |  |  |  |
| 3.) Innovative thinker | | |  |  |  |  |  |  |  |  |
| 4.) Superior organizational skills both administratively and practically | | | | | | |  |  |  |  |
| 5.) Self-motivated and driven | | |  |  |  |  |  |  |  |  |
| 6.) Problem solver | |  |  |  |  |  |  |  |  |  |
| 7.) Ability to develop systems and procedures | | | | |  |  |  |  |  |  |
| 8.) Ability to understand and apply basic accounting and job profitability concepts | | | | | | | |  |  |  |
| 9.) Team player and growth minded | | | |  |  |  |  |  |  |  |
| 10.) Committed to the values of: Honesty, Pride in Work, Respect, Efficiency, Done Right | | | | | | | | |  |  |
| 12.) General computer skills | | |  |  |  |  |  |  |  |  |
| 13.) Valid driver's license, insurable, negative drug test | | | | | |  |  |  |  |  |