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| **Mock Property Services, Inc.** | | | |  |  |  |  |  |  |  |
| Job Title: |  | Pond Service Manager | | |  |  |  | Type of Position: | | Hourly |
| Department: | | Pond Service | |  |  |  |  |  |  |  |
| Reports to: | |  |  |  |  |  |  |  |  |  |
|  | DUTIES AND RESPONSIBILTIES | | | |  |  |  |  |  |  |
| 1.) Oversee all service and maintenance accounts within the pond department | | | | | | | |  |  |  |
| 2.) Schedule and manage service routes- Spring & Fall Services/General Services | | | | | | | | |  |  |
| 3.) Maintain customer relations, correspondence, and quality control walk-through’s | | | | | | | | |  |  |
| 4.) Develop relationships within the existing customer base and new design-build clients | | | | | | | | | |  |
| 5.) Drive customer satisfaction and loyalty by demonstrating an understanding of customer’s key objectives | | | | | | | | | | |
| 6.) Maintain regular contact with account base to achieve up sale goals | | | | | | | |  |  |  |
| 7.) Coordinate large fountain maintenance/repairs | | | | | |  |  |  |  |  |
| 8.) Maintain and organize 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.) Oversees budgeted man hours and adjust schedule as needed | | | | | | |  |  |  |  |
| INITIAL DUTIES | | |  |  |  |  |  |  |  |  |
| 1.) Complete Aquascape Academy Online Training Courses | | | | | |  |  |  |  |  |
| 2.) Learn the S.O. P. on pond services | | | |  |  |  |  |  |  |  |
| 3.) Learn office procedures and policies | | | |  |  |  |  |  |  |  |
| 4.) Analyze efficiency and develop strategy/ plan to increase efficiency and reduce cost | | | | | | | | |  |  |
| 5.) Survey ALL existing properties/ learning each set up and propose up sale plan | | | | | | | |  |  |  |
| 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, and efficiency | | | | | | | | |  |  |
| 11.) Background in landscape construction would be useful | | | | | |  |  |  |  |  |
| 12.) General computer skills | | |  |  |  |  |  |  |  |  |