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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 |  |  |  |  |  |  |  |  |