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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 |  |  |  |  |  |