

Mock Property Services, Inc.



Job Title:	Lawn Care and Snow Removal Account Manager	Type of Position:	Hourly
Department:	Lawn Care and Snow Removal		
Reports to:			
DUTIES AND RESPONSIBILITIES			

- 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