



Mock Property Services, Inc.

Job Title:	Pond Service Manager	Type of Position:	Hourly
Department:	Pond Service		
Reports to:			

DUTIES AND RESPONSIBILITIES

- 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