



## JOB DESCRIPTION

**Job Title: Account Manager (AM)**

**Reports to: Operations Manager (OM)**

**Department: Landscape Maintenance**

**Date: 7/25/2011**

**Status: Exempt**

**Salary Range:**

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### **POSITION SUMMARY:**

The primary role of the Account Manager (AM) is to manage, direct and oversee specific routes designated to them by their Operations Manager (OM), for their respective district. Provide support, leadership, supervision and training for all field personnel, while maintaining the highest **efficiency, safety, and production standards possible. Develop, maintain and service all client relationships in the most efficient and professional manner, to insure company policy for quality and performance.** The AM is responsible for **enhancement sales, account profitability, employee recruitment and retention, training, contract retention, crew performance to budget, client satisfaction, highest quality and accident free district.**

### **EXPERIENCE & TRAINING:**

The AM will have 3-5 years of related experience including experience in "hands-on" environment, ability to perform multiple tasks and meet critical deadlines. The AM needs to have technical knowledge of commercial landscape maintenance practices. AM will be computer knowledgeable, be able to read, write and speak English and Spanish is desired. Good written, verbal and organizational skills and proficiency with Microsoft Office products, Internet and e-mail.

### **ESSENTIAL JOB FUNCTIONS:**

The duties listed below are examples of the work typically performed by an employee in this position:

#### **A. Performs job functions timely and efficiently.**

- Uphold and promote and exceed all standards of safety as described in SGI's policies and OSHA regulations. Immediate reporting of any employee injuries or liability incidents to the Human Resources Department.
- Implement and exceed current company policy, systems and procedures of all Field Operations, Safety, Quality Control and Technical Training Programs.
- AM will interview and recommend hiring of new employees that will report to them. AM will coach, counsel and discipline their PMs.
- Monitoring and holding all subordinates accountability to their duties and responsibilities and acceptable SGI performance levels including wearing appropriate uniform and PPE's for job functions and ensuring personal hygiene, keeping truck, yards and other work areas in good order.

**Stay Green Inc.**

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- Approval of employee hours daily BOSS computer system and create all Work Orders.
- Responsible for training and evaluating employees that are assigned. Train all new employees on proper SGI horticultural practices including job sequencing and Bueno/No Bueno.
- Assist Operations Mgr/Vice President with job quality evaluations of properties and recommend and present information for extra work/work orders to Operations Manger/Vice President. Assist Operations Manager/Vice President with dispatching routing and scheduling of all field labor.
- Provide monthly orders, including small tools, based on budgets provided by Operations Manger/Vice President. AM will monitor and have accountability of all equipment and fleet.
- Track progress and complete all walk through notes and BOSS issues.

**B. The customer service standards of the organization are reflected in daily work habits.**

- Complaints are researched and responded to within 48 hours unless possible to complete same day.
- Requests from other departments are responded to in a friendly and positive manner within 48 hours unless possible to complete same day.
- All co-workers and customers are treated courteously.

**C. Demonstrates behaviors, which are consistent with the Code of Conduct and aligned with the organization's mission, vision and shared values.**

- Reports promptly any suspected or potential violations to laws, regulations, procedures, policies and practices, and cooperates in investigations.
- Conducts all transactions in compliance with all company policies, procedures, standards and practices.

**D. Ensures that appearance and personal conduct are professional at all times.**

- Excellent attendance record and follows sick and rain day procedures.
- Wears appropriate uniform and PPE's for job functions and ensures personal hygiene, keep truck, yards and other work areas in good order.
- Works at maintaining a good rapport and a cooperative working relationship with customers and staff.
- Represents the organization in a positive and professional manner at all times.
- Maintains organizational and employee confidentiality at all times.

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**PHYSICAL REQUIREMENTS:**

The physical requirements described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position.

**Hearing:** Adequate to perform the essential functions of the job.

Speaking: Adequate to perform the essential functions of the job, such as clearly communicating with multiple personnel.

**Vision:** Normal visual acuity.

**Other:** Must be able to prioritize; have cognitive reasoning and problem-solving ability.

<p><b>Lifting up to:</b></p> <input type="checkbox"/> 5 lbs. <input type="checkbox"/> 20 lbs. <input type="checkbox"/> 40 lbs. <input checked="" type="checkbox"/> 50 lbs. <input type="checkbox"/> 60 lbs. <input type="checkbox"/> Over 60 lbs. <p><b>Pushing up to:</b></p> <input type="checkbox"/> 25 lbs. <input checked="" type="checkbox"/> 50 lbs. <input type="checkbox"/> 150 lbs. <input type="checkbox"/> 250 lbs. <input type="checkbox"/> Over 250 lbs. <p><b>Manual Dexterity:</b></p> <input type="checkbox"/> Low <input checked="" type="checkbox"/> Medium <input type="checkbox"/> High	<p align="center"><b>Average % of time during regular shift devoted to:</b></p> <table border="0"> <tr> <td><b>Standing</b></td> <td><b>Walking</b></td> <td><b>Squatting</b></td> <td><b>Sitting</b></td> </tr> <tr> <td><input checked="" type="checkbox"/> 0-20</td> <td><input type="checkbox"/> 0-20</td> <td><input checked="" type="checkbox"/> 0-20</td> <td><input checked="" type="checkbox"/> 0-20</td> </tr> <tr> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> <td><input type="checkbox"/> 21-40</td> </tr> <tr> <td><input type="checkbox"/> 41-60</td> <td><input checked="" type="checkbox"/> 41-60</td> <td><input type="checkbox"/> 41-60</td> <td><input type="checkbox"/> 41-60</td> </tr> <tr> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> <td><input type="checkbox"/> 61-80</td> </tr> <tr> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> <td><input type="checkbox"/> 81-100</td> </tr> </table>	<b>Standing</b>	<b>Walking</b>	<b>Squatting</b>	<b>Sitting</b>	<input checked="" type="checkbox"/> 0-20	<input type="checkbox"/> 0-20	<input checked="" type="checkbox"/> 0-20	<input checked="" type="checkbox"/> 0-20	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 21-40	<input type="checkbox"/> 41-60	<input checked="" type="checkbox"/> 41-60	<input type="checkbox"/> 41-60	<input type="checkbox"/> 41-60	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 61-80	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100	<input type="checkbox"/> 81-100																																																						
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In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and applicants who have been offered employment by Stay Green, Inc. are encouraged to discuss potential accommodations with the employer.

Management has the right to add or change these duties of the position at any time.

**APPROVAL AND ACKNOWLEDGMENT OF RECEIPT**

\*Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature)

Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature)

Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

*\*Employee signature acknowledges understanding of the essential functions and requirements of this position.  
Employee also acknowledges receipt of this position description.*