

Commercial Account Manager Job Description

1. **Position description:** The **Commercial Account Manager** must be familiar with all aspects of commercial landscape maintenance to include: sales, production, customer service, estimating, etc. The **Commercial Account Manager** oversees all interaction with the customer and keeps them informed as to all aspects of the maintenance process. The **Commercial Account Manager** grooms the relationship with the client while interfacing with company production and accounting personnel, and interfaces with subcontractors and vendors as required throughout the maintenance process. The **Commercial Account Manager** is also responsible to conduct monthly walk-thrus with the client, resolve any issues discovered therein, follow through to ensure that all issues are resolved to the satisfaction of the client, and ensure all change orders / enhancements are billed properly.
2. **Reports to:** The **Commercial Account Manager** reports directly to the **GM/Owners**.
3. **Skill set and education requirements:** The **Commercial Account Manager** must possess the following skill set and educational background.
 - A. Minimum of five years of combined commercial landscape maintenance production and sales experience
 - B. An Associates degree (preferable in the Green Industry) and a Certified Landscape Professional (CLP) certification
 - C. A valid driver's license and be insurable on company's insurance policy
 - D. Possess excellent written and oral communication skills
 - E. Proficient in MS Word and MS Excel
 - F. Possesses excellent computer skills
 - G. Proficient in typing and capable of typing 40 WPM with less than three mistakes
 - H. Able to make effective presentations to clients and sell commercial enhancement projects annually
 - I. Able to represent the company in a courteous and professional manner
4. **Responsibilities:**
 - A. Oversees \$750,000 to \$1,000,000 of commercial maintenance projects annually
 - B. Ensures that vendor pricing is competitive and accurate
 - C. Sells approximately 25% of account contract amount in enhancements
 - D. Develop new business / accounts and prepares bids for the same for supervisor to review
 - E. Prepares all bids / proposals for enhancement work
 - F. Reviews all bids / proposals with Business Developer for accuracy and marketability
 - G. Presents all proposals / documents to client
 - H. Closes sale and coordinates job specifics with accounting personnel.
 - I. Coordinates job specifics with production personnel
 - J. Interfaces with client and ensures that all of client's concerns are addressed in a timely and professional manner
 - K. Conducts monthly walk-thru with client, identifies and documents any / all discrepancies
 - L. Provides written monthly report and files in customer file
 - M. Ensures that jobs are kept on schedule
 - N. Ensures that jobs are at or under budget
 - O. Processes all change orders / enhancements and ensures that they are priced and processed correctly
 - P. Interfaces with subcontractors to ensure timely and accurate completion of their work
 - Q. Interfaces with suppliers to ensure timely and accurate delivery of job materials
 - R. Interfaces with company Production Manager to ensure client's expectations are met and that jobs are kept on schedule and on budget

- S. Ensures that company production standards are met
- T. Ensures that all safety procedures are followed and reports any unsafe conditions to supervisors
- U. Ensures that equipment is operated in a safe and proper manner
- V. Evaluates equipment utilization and makes recommendations for future purchases
- W. Ensures that vendor invoice pricing is accurate and as bid
- X. Ensures that job cost reports are properly analyzed and disseminated
- Y. Thoroughly understands and complies with company policies, procedures and SOPs
- Z. Assists in the development and implementation of the company's strategic plan
- AA. Assists in the development, implementation and achievement of company's annual budget goals
- BB. Assists in the development and implementation of company's new business development plan
- CC. Assists in the development and implementation of the company's training goals
- DD. Assists in the development and implementation of the company's marketing plan
- EE. Continuing education requirement minimum of 20 hours per year

5. **Salary:** **Commensurate with experience (\$36,000 to \$45,000)**

6. **Bonus and / or commissions:** (5% commission on extras, 1% on subs, 1% on renewals).