



<b>Account Manager</b>	
<b>Department: Sales</b>	<b>Status: Full-time Exempt</b>
<b>Location:</b> Elmhurst/Marshfield/Local travel within the Chicago metropolitan area	<b>Reports to: Service Delivery Manager</b>
<b>Supervises:</b> N/A	<b>Last Reviewed Date:</b> 09/28/2023
<b>HR Review and Approval Date:</b>	<b>Effective Date:</b>

**Position Summary:** We are seeking a highly skilled and experienced Account Manager to join our team. As an Account Manager, you will be responsible to directly provide support to their assigned Executive Account Manager, serving as a liaison between Diaz Group LLC and the Customer. Priority is addressing customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships. Overseeing customer account management, including negotiating contracts for renewals and upgrades to maximize profit.

**Essential Duties and Responsibilities include the following, but are not limited to:**

**Vendor and Contract Management**

- Represent Diaz Group LLC in a professional and comprehensive manner.
- Understand, communicate, and represent the Mission, Vision, Values and Culture of Diaz Group LLC.
- Respond to customer concerns and requests in a timely efficient manner via telephone call and email; Handle any complex customer inquiries taking accountability for delivering solutions, escalate any concerns/issues/workflow that are not able to be resolved independently.
- Manager schedules and service reporting with our vendor partners, create client-specific training material for our vendor partners, ensure that vendor partners are following processes and returning all required documentation for work performed.
- Perform on-site inspections to confirm that contract standards are being maintained, effectively resolve issues that our vendor partners may have and continue to leave the lines of communication open so that we remain a trusted resource.
- Create and submit service proposals via clients' respective service requests/upsells, manage our internal platform by accepting and entering work orders, provide thorough updates internally/externally as requested for work to be performed considering contract expectations.
- Actively seek new business opportunities for professional growth; network, cold call, and seek referrals.

**Collaborate**



- Project Planning: Collaborate with the Production team to develop project plans, including scope, budget, and timeline. Conduct site assessments and evaluations to determine project requirements and feasibility.
- Work in close relationship with the Production Team for high quality contract deliverables: manage schedules and service reporting as required per contract, communicate client-specific processes, including all required documentation for work performed, perform on-site inspections to confirm that contract standards are being maintained, effectively resolve issues to leave the lines of communication open so that we remain a trusted resource for our clients.
- Report to and collaborate with Executive Account Manager: work with a team to coordinate on shared documents and group projects, responsible for situational sourcing inclusive of emergency situations and scheduled services, provide updates to internal management of any work order status update as requested.
- Maintain a regular communication between Sales and Production to provide project updates, address concerns, and ensure client satisfaction. Proactively manage client expectations and resolve any conflicts or issues that may arise.
- Continuous Improvement: Stay up to date with industry trends, new landscape techniques, and regulations.
- Identify and create opportunities for process improvements, efficiency enhancements, and cost-saving measures.

### **Monitor**

- Documentation and Reporting: Maintain accurate project documentation, including contracts, permits, change orders, and project records.
- Generate progress reports, performance metrics, and other project-related documentation as required.
- Ensure that resources are effectively utilized and work with suppliers and subcontractors to secure necessary materials and services.
- Project Execution: Oversee and supervise the maintenance, construction activities on-site, ensuring adherence to quality standards and project specifications.
- Monitor progress and resolve any issues or challenges that arise during the project.
- Budget and Cost Control: Monitor project budgets, track expenses, and manage costs to ensure projects are completed within budgetary constraints.
- Prepare and review cost estimates, change orders, and invoices.

### **Qualifications including Knowledge, Skills, and Abilities:**

- Excellent communication skills, both verbal and written.



- Highly organized with strong attention to detail.
- Ability to manage multiple projects with urgent deadlines.
- Great time management and problem-solving skills.
- Proficient with Microsoft Office Suite, 365 Office or related software, Google Workspace specifically Gmail
- Ability to operate independently, under pressure, to perform multiple concurrent tasks and responsibilities, and to deal with changing priorities, while maintaining personal effectiveness.
- High level of commitment to customer service and teamwork

**Motor Vehicle:**

Ability to provide a valid Driver's License and conduct a motor vehicle background check. If driving a personal vehicle, must present a valid insurance coverage.

**Travel:**

May be required to travel overnight as needed and/or attendance of trade shows.

**Education and Experience:**

- High school diploma or general education degree (GED)
- 1-3 years' experience working in the sales field or Customer Service-related experience.
- A valid driver's license from a state of residence is required.

**Language Skills:**

- Bilingual Spanish is preferred

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.



**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Name (print name): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_