



<b>Senior Account Manager</b>	
<b>Department:</b> Service Delivery	<b>Status:</b> Full-time Exempt
<b>Location:</b> Elmhurst	<b>Reports to:</b> Service Delivery Manager
<b>Supervises:</b> N/A	<b>Last Reviewed Date:</b> 10/18/2023
<b>HR Review and Approval Date:</b> 10/18/2023	<b>Effective Date:</b> 10/18/2023

**Position Summary:** The Senior Account Manager provides support to their assigned customer contact, serving as the 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. This position will oversee large scope snow and landscaping work locally and nationally. Position will require overnight travel as required to manage out of state accounts.

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

**Customer Relations:**

- Manage and expand relationships with new and existing commercial clients, building profitable, long-term business relationships.
- Handle customer complaints, find solutions to their issues, and maintain a positive relationship between both parties for future business ventures.
- Respond to customer concerns and requests in a timely efficient manner via telephone call and/or email.
- Handle complex customer inquiries taking accountability for delivering solutions, escalate any concerns/issues/workflow that are not able to be resolved independently.
- Maximize profitability in every designated account, always considering the customer's individual needs. This includes monitoring weather data, forecasting snow removal services and communicating to the customer in the most efficient manner in the winter and routing special services during the landscape season. Some of these services might require approval before execution, this would also be the Sr Account Manager's responsibility.

**Vendor Partner Management:**

- Manage 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.
- Onboard and qualify vendor partners in new or potential new areas of service.
- Attend local and regional trade shows to extend and improve our vendor partnership across the nation.

#### **Operations Team:**

- Work in close relationship with the Operations 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

#### **Contract Management:**

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, seek referrals
- Report to and collaborate with the Service Delivery Manager
- Work with and supervise a team of one or multiple Account Managers assigned by the Service Delivery Manager to meet and exceed a correct execution of a designated contract and its deliverables.
- Work with the rest of the 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 updates as requested



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

Proficient in 365 Microsoft Office/Google Workspace specifically Gmail, Excel/Google Sheets & Word/Google Docs, Client relationship skills, Organizational skills, including attention to detail and accuracy, Must be dedicated to the highest quality and customer satisfaction, excellent written and oral communication skills, 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, Telephone skills and excellent verbal communication skills, must be willing to work both independently and in a team atmosphere.

**Education and Experience:**

Bachelor's degree in Business Administration, or related field preferred, but not required  
Minimum of 3 or more years of Account Management or in a customer service-related position.

**Language Skills:**

Bilingual Spanish 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: \_\_\_\_\_