



<b>Snow Account Manager</b>	
<b>Department:</b> Service Delivery	<b>Status:</b> Full-time Exempt
<b>Location:</b> Varies	<b>Reports to:</b> Service Delivery Manager
<b>Supervises:</b> N/A	<b>Last Reviewed Date:</b> 10/1/2023
<b>HR Review and Approval Date:</b> 10/1/2023	<b>Effective Date:</b> 10/1/2023

**Position Summary:** The Snow Account Manager will contact snow and ice professionals to negotiate contracts for snow and ice removal services. The Snow Account Manager will manage client and subcontractor contract operations.

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

- Manage customer and subcontractor communication
- Procure subcontractor for unassigned projects
- Measure sites when and if needed for sales
- Customer and subcontractor contract management
- Manage Subcontractor company compliance
- Manage Subcontractor service compliance
- Manage service schedules
- Generate work orders
- Manage third party service reporting systems
- Manage time sheets and customer invoicing in CRM
- Manage email accounts associated with customer and subcontractor communications
- Service reporting timesheet approval and customer invoicing
- AP coding

**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: \_\_\_\_\_