



Account Manager	
Department: Service and Delivery	Status: Full-time Exempt
Location: Calumet Park	Reports to: Service Delivery Manager
Supervises: None	Last Reviewed Date: 3/13/2024
HR Review and Approval Date: 3/13/2024	Effective Date: 3/13/2024

Position Summary: The Account Manager provides support to the Service Delivery department serving as the liaison between Diaz Group LLC and the Customer. This support is provided during the landscape season and snow season as designated by the company. 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. The position is also responsible for managing vendor partners, production supervisors and/or entire crews along with their schedules, material & equipment for larger projects.

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

General Duties

- Respond to customer concerns and requests in a timely efficient manner via telephone call and email
- Handle complex customer inquiries taking accountability for delivering solutions, escalate any concerns/issues/workflow that are not able to be resolved independently

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.

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

Project Management:

- Make effective decisions when presented with multiple options for how to progress with the project.
- Adjust schedules and targets on the project as needed or financing for the project change.
- Collaborate with the Director of Operations and manage field supervisors and/or crews to meet contract's deadlines.

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 Service Delivery 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 updates as requested

Snow Responsibilities

- Snow season is designated from November to March, subject to change based on weather.
- The Account Manager will be responsible for ensuring services to clients in line with the snow contract, in addition to providing management of accounts, in line with above items in this job description.
- Where applicable, Account Manager will work varied hours during the snow season while providing both office and field support.
- Snow operations may require travel in and out of state to provide thorough assessments of customer and vendor relationships.



Qualifications including Knowledge, Skills and Abilities:

- Valid Driver's License and excellent driving record
- Must be willing to travel; site visits, client visits, vendor partner visits, etc.
- Must be willing to be on call for emergency services execution
- Must be able to execute any given work order even if it requires self performance
- Minimum of 1-3 years customer service-related experience
- Proficient in 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 OR
- Sales experience required

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: _____