



Job Description

Title: Maintenance Account Manager

Direct Report: Branch Manager

General Responsibilities

As an Account Manager at Caribbean Landscape Ltd., you are responsible for fostering and maintaining strong, productive relationships with clients, ensuring their landscaping needs are met with the highest standards of service and professionalism. This role involves strategic oversight of client accounts, including comprehensive management of service delivery, client communications, and account enhancements. You will act as a key point of contact for clients, addressing their queries, providing expert advice, and advocating for their interests within the company. Your responsibilities include:

- **Strategic Account Management:** Develop and implement strategic plans for each client, aimed at achieving long-term success and satisfaction.
- **Client Advocacy:** Serve as the client's voice within the company, ensuring their needs and preferences are prioritized in operational planning and execution.
- **Quality Assurance:** Oversee the quality of landscaping services provided, ensuring they not only meet but exceed client expectations.
- **Crisis Management:** Be proactive in identifying potential issues and swiftly resolving them, ensuring minimal impact on client satisfaction and service continuity.
- **Revenue Growth:** Identify opportunities for revenue growth within each account by promoting additional services and enhancements that provide value to clients.

Main Responsibilities

Client Relationship Management:

- Foster deep relationships through strategic account planning sessions, tailored to individual client goals and landscape vision.
- Execute quarterly property walkthroughs with clients to identify incremental enhancement opportunities and pro-emptively address potential issues.
- Develop and sustain long-term relationships, measuring client success through improvements in property aesthetics and sustainability benchmarks

Service Delivery Oversight:

- Manage daily operations with Production Manager to ensure all landscaping services adhere to predefined quality metrics, and escalate client concerns within 24 hours.
- Adhere to client communication protocols that includes monthly updates on progress, immediate notification of unforeseen changes, and systematic issue resolution practices.

Enhancement Sales and Financial Performance:

- Drive the sales of enhancements and additional services by developing proposals that demonstrate clear value to the client. Achieve and exceed sales targets with a focus on maintaining profitable margins.
- Oversee the financial health of each account, from budgeting and forecasting to monitoring expenditure, to ensure profitability and identify cost-saving opportunities.
- Spearhead contract renewal negotiations six months prior to expiration, presenting data-driven value assessments to achieve a 90% renewal rate.

Operational Collaboration and Support:

- Coordinate with operational teams to ensure that resources are allocated appropriately for peak efficiency and effectiveness. Facilitate seamless communication between clients and service teams to ensure expectations are clearly understood and met.
- Work closely with the Production Manager to align service delivery plans with client expectations, ensuring smooth operations and timely completion of projects.
- Regularly update and discuss 1, 3, and 5-year property improvement plans during bi-annual strategic review meetings with clients.

Safety, Functionality, and Disaster Management:

- Regularly inspect properties to identify and address potential safety hazards or functional issues. Implement safety protocols and ensure compliance with local regulations to maintain a safe environment.
- Develop and manage robust disaster response strategies, particularly focusing on hurricane preparedness and emergency response, to protect both client properties and company assets during critical events.

Performance Metrics and Reporting:

- Utilize data and analytics to track performance metrics such as client retention, service quality, and financial outcomes. Report findings to senior management and use insights to drive strategic decisions and continuous improvements.
- Ensure that all client interactions and outcomes are documented thoroughly, maintaining high levels of transparency and accountability within the team.

Team Leadership and Staff Development:

- Lead by example to inspire and motivate the client service team. Provide ongoing mentorship and professional development opportunities to build a knowledgeable, skilled, and motivated workforce.
- Promote a team-oriented environment that encourages collaboration and innovation, helping team members grow within their roles and contribute effectively to the company's goals.

Continuous Improvement and Culture Development

- **Promotion of Core Values:** Foster an environment that values team members who are accountable, transparent, and committed to excellence.
- **Conflict Resolution:** Implement strategies to address and resolve conflicts effectively, ensuring team cohesion by promoting trust and open communication.
- **Encouragement of Constructive Feedback:** Cultivate a culture where constructive feedback is a tool for personal and professional growth, enabling team members to continuously improve and excel in their roles.
- **Recognition and Rewards:** Acknowledge and celebrate team members who demonstrate a strong commitment to teamwork, accountability, and results, creating a positive feedback loop that motivates ongoing excellence.
- **Commitment to Team Goals and Results:** Ensure all team activities are aligned with organizational goals, focusing on measurable outcomes and results. Emphasize the importance of not only achieving but exceeding set targets to drive the company's success forward.
- **Monitoring and Enhancing Performance:** Regularly review team performance against key performance indicators and organizational goals. Use these insights to make informed decisions that enhance operational efficiency and effectiveness.

Qualifications

- Proven experience in landscape account management or a similar role.
- Strong leadership skills and the ability to manage large teams.
- Excellent organizational and project management skills.
- Proficiency in using project management software and tools.
- Strong communication and interpersonal skills.
- Problem-solving ability and attention to detail.
- Relevant certifications in landscaping, project management, or similar fields.

Extraordinary Work Conditions

- Requires regular and reliable attendance, including the ability to work overtime, holidays, evenings, or weekends as necessary.

Key Performance Metrics

- **Client Retention Rate**
- **Enhancement Sales Performance**
- **Customer Satisfaction**
- **Financial Performance**

How to apply

1. Complete the online application by visiting this link: <https://www.jotform.com/form/241846715845062>
2. Submit your resume and cover letter.