Job Description: Maintenance Customer Service Specialist Intern

Reports to: Regional Account Mgr/Mentor

Department: Maintenance Sales

Location: Wauconda, Roselle, or Plainfield

Date: 2019

The following is a list of specific duties which are considered to be essential functions of the Maintenance Customer Service Specialist Intern position. The list is not exhaustive as all positions at Acres Enterprises, Inc. are dynamic. This is consistent with our need to be flexible and responsive to the needs of our customers. The employee who occupies this position is expected to assume any/all duties assigned by management irrespective of whether such duties are specifically included in this list. While an effort has been made to thoroughly describe the customary manner in which this job is performed, reasonable accommodation will be made for qualified individuals with disabilities who may not be able to perform the job in the manner indicated.

MAJOR OBJECTIVES:

- The main objectives of the Maintenance Customer Service Specialist Intern position are to provide customer service and quality control support to the maintenance sales department within the scope of a learning/on-the-job internship experience.
- The Maintenance Customer Service Specialist Intern program focuses on hands-on account manager experience and includes some fieldwork experience in a commercial landscape contracting operation.
- Internships can be customized to individual needs and interests, and field experience may include some exposure to field crews and production operations.
- The Maintenance Customer Service Specialist Intern will maintain a positive image for Acres in the field and in the industry.

OVERVIEW OF INTERNSHIP PROGRAM – MAINT CSS INTERN

- Interns report directly to a regional account manager/intern mentor, but may do work for multiple Account Managers within the maintenance sales department. Tasks may change on a daily basis, but interns will have the opportunity to perform horticultural, business-related, and customer service work regularly, expecting about 30% corporate/office based task and about 70% field and customer service tasks.
- Generally internships are conducted between May 15th and August 15th, but can be arranged at other times to accommodate school and/or student’s schedules.
- This is a full-time work experience and hours will vary depending upon work demands. Interns are paid weekly at an hourly rate. Overtime is paid at the rate of time-and-a-half as applicable, with a general 40-hour workweek.
- We make a solid commitment to provide a meaningful internship experience. It is necessary for the intern to make the same commitment in order for the experience to be successful.
ESSENTIAL FUNCTIONS

• Focus on interactive customer contact at Account Manager & Regional Account Manager’s direction and discretion.

• Inspections including visiting sites to check production, property walks with Account Managers, marking areas for attention per work orders and/or account reps, tree counts, measuring for mulch, soil, sod, etc.

• Opportunity to shadow regional account manager, account managers, and customer service specialists executing key functions like attending board meetings to address homeowners’ concerns about the property and landscape maintenance issues and review proposals for approval to implement.

• Opportunity for estimating and bidding, design work, quality control, and proposal work.

• Assist and support where needed in the sales department.

• Attend miscellaneous functions: facility meetings, department meetings, safety committee meetings, tailgate safety trainings, various trainings that might be scheduled while they’re here such as defensive driving, monthly educational field trips, scheduled intern social events.

REQUISITE KNOWLEDGE, SKILLS, & ABILITIES:

• Excellent verbal and written communication skills, an outgoing sales personality, and great people skills. Bilingual English/Spanish welcomed.

• Excellent organizational skills, accuracy and attention to detail, including flexibility, desire and responsibility to follow through in a timely manner and complete projects, and adaptability to changing business needs and working conditions. Also, the ability to effectively initiate, pursue, and complete multiple tasks simultaneously.

• Strong work ethic.

• The ability to effectively do a variety of work in a fast paced environment with a team of diversified co-workers.

PREREQUISITES

• College education/certification in the areas of horticulture, plant and soil science, landscape architecture/design/and/or management, forestry, business administration, or related fields. Plant ID skills, knowledge, or exposure is valuable.

• A valid Driver’s license and good MVR.

• Capability to drive to job sites and conduct tours and visual inspections of landscapes, which include areas yet to be graded, seeded or sodded; areas with varying turf heights and textures; all sizes and shapes of shrubbery, bushes, flower beds, etc..
LETTER OF COMMITMENT – ACRES INTERNSHIP PROGRAM

2018 SEASON

Prospective Intern

Intern's address

Intern's phone number

Intern's email address

We appreciate the opportunity to meet with you and discuss your skills, abilities, education, and experience. At Acres, we are always looking for talented people to intern with us, and talking with you has convinced us you would be a great intern. Please accept this invitation to participate in our internship program, and plan to spend some time with Acres.

Overview of Acres Group Internship Program

Our program is structured to provide a comfortable working environment and total integration with opportunity for participation and contribution. It's important to understand that we won't be able to hire every intern on a full-time basis alter the internship and post-graduation, but we hire as many as we can and our program is designed to cultivate and develop knowledgeable and experienced talent in our industry.

As a Maintenance Customer Service Specialist Intern, you will work with our sales and customer service staff. Your responsibilities will include doing designs and estimates, preparing proposals, providing customer service by handling calls, observing sales presentations, and going on property walks to determine customer needs and make horticultural and service recommendations. The attached checklist gives a more detailed overview of the internship responsibilities and learning opportunities.

Acres Expectations of Interns

At Acres, we try to create an open, interactive, and communicative work environment for all of our staff, including interns, and need a responsive relationship with them to make that happen. In order to provide the best internship experience for our interns, we feel the following expectations are important. Start times for interns range from 6:30am to 8:30am, and end times vary, depending on business needs. Internship work schedules may include some Saturdays and evening board meeting attendance. We need interns to arrive for work on time and in uniform, and communicate any unforeseen delays. Our internship pays $12.00 per hour, and includes paid holidays, time and a half overtime pay for any hours worked over the 40-hour work week, uniforms provided for field work, on the job training, an annual employee appreciation day party at the end of the summer, and good potential for future employment opportunities. We expect interns to come to work with a positive attitude, follow company policy, and promote and protect Acres image within the industry and with every interaction with co-workers and customers.

If you have any questions or concerns, please let me know. We look forward to a positive, productive internship experience with you!

Date Range for internship: ____________________________

Housing: ____________________________

Who will be evaluating your Internship from the University? Contact Name & number/e-mail: ____________________________

Other intern areas of interests (Check all that apply): ☐ Purchasing ☐ Nursery ☐ Design ☐ Field Work

Intern Signature & Date ____________________________________________  Human Resources Coordinator Signature & Date ____________________________________________

Regional Account Manager Signature & Date ____________________________________________