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| <b>Job Description: Regional Account Manager</b>   |                                      |
| <b>Reports to: Facility VP</b>                     | <b>Department: Maintenance Sales</b> |
| <b>Location: Facility-based: Wauconda, Roselle</b> | <b>Date: 11/22/16</b>                |

*The following is a list of specific duties, which are considered to be essential functions of the Regional Account Manager 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 major objectives of the Regional Account Manager position are to lead and manage a team of Account Managers and Customer Service Specialists in order to obtain the budgeted growth and profit for your facility (ies). Direct and support your team(s) in providing outstanding customer communication and service while assisting in resolving service issues that may arise. The Regional Account Manager also relays communication from the facility VP and other support staff to the account management team and facilitates communication with the production team.

**EXPECTED OUTCOMES:**

- Profitable achievement of lawn and snow contract sales goals and contract renewal goals.
- Profitable achievement of landscape enhancement and snow extras sales goals.
- Effective and efficient staff
- Satisfied clients & staff
- Quality work
- Effective SOP's

**ESSENTIAL FUNCTIONS:**

- Manage, train, develop, and provide direction for the Account Managers and Customer Service Specialists that report to you.
- Develop a weekly "work with" schedule to include Account Managers and Customer Service Specialists.
  - Work with days are on site and/or with potential, existing or former customers and should be half or full days.
  - Work with days are designed for employee development as well as, focused on customer service, customer retention, and enhancement sales.
  - Work with days must be goal oriented with specific goals (quantitative) outlined prior to work with day. Measuring results and scheduling follow up and action plans from the work with day activities are essential.
- Help Account Managers and Customer Service Specialists meet or exceed established sales and profitability goals in the following areas:
  - Attain the enhancement sales goal as a percentage of the contracted maintenance portfolio.
  - Achieve 90% or greater annual account renewal.
  - Act as rainmaker within the facility to drive growth and to assist the team in selling new maintenance and snow contracts in accordance with established annual growth goals.
  - Measure and monitor revenue per hour and/or job cost performance.
  - Provide customer service support for each contract in their portfolio; and consequently, ensure that each customer receives the appropriate amount of attention, service, and property inspections. Work with the maintenance manager to resolve any concerns arising from a property inspection or any other means.
  - Work with the Maintenance Production Managers to make adjustments as necessary in order to meet established goals.
  - Execute billing within the specified timelines and maintain accounts receivable within established allowable

- limits. Resolve collection problems.
- Respond with tact to customer complaints and promptly resolve them in order to ensure constant customer satisfaction.
- Execute the Acres communication plan at agreed upon levels.
- Follow through with accurate paperwork as required per our standard operating procedures. Assure that maintenance managers have all the necessary information on all sales from you and your team(s) in order to effectively produce the work, satisfy the customer, and meet profitability goals.
- Facilitate teamwork between the Account Managers & Customer Service Specialists in closing new contracts bids
- Conduct bi-annual performance reviews and goal reviews with individual development plans for your direct reports.
- Mentor, manage, and work with facility interns with support from HR and Account Managers.
- Assist in goal setting and developing sales targets for your team(s).
  - Actively participate in decision making in the department and work to continually improve its operation.
  - Assist in projecting annual sales goals and budget figures. Contribute to in-house meetings and brainstorming sessions.
  - Assist your manager and follow through on projects set by him.
- Identify problem areas, make suggestions, and assist in implementing solutions in conjunction with the facility Vice President.
- Fill in for Account Managers and Customer Service Specialists during scheduled vacations or other absences and assure the customer is not negatively affected in their absence.
- Participate in the snow removal program as required, including providing customer service and phone support on a rotating basis during snow storms, processing snow billing, responding to post storm service calls and scheduling clean-up. Be available in extreme situations to take on front line snow responsibilities.
- Maintain Acres' positive image in the industry through professional communication and interaction with clients, vendors, fellow employees, etc.
  - Become actively involved in trade organizations for networking purposes to enhance sales potential.
  - Attend all applicable meetings that may include; board meetings for enhancement sales presentations and reconciliation of complaints, association and trade organization meetings for networking purposes, etc.
- Communicate effectively with customers and Acres' maintenance production staff to ensure quality work is performed to the satisfaction of the client.
- Establish a good working relationship with your manager and fellow employees, and keep your manager informed of progress and problems on the job.

**REQUISITE KNOWLEDGE, SKILLS, & ABILITIES:**

- Horticultural knowledge required.
- The ability to efficiently coordinate and complete numerous activities simultaneously.
- The ability to identify problems and work in conjunction with others to implement effective solutions.
- Excellent verbal and written communication skills.
- Focus on and believe in providing excellent customer care.

**PREREQUISITES:**

- 3-5 years previous sales and management experience; customer service and/or management training helpful.
- Bachelor's degree in horticulture or related field with some design exposure preferred.
- The capacity to drive to all work sites and conduct tours as well as visual inspections of the landscape which may include; areas with varying turf heights and textures, all sizes and shapes of shrubbery, bushes, flower beds, etc....

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Employee Signature

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Manager Signature

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Date

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Date