



Account Manager

The *Account Manager* will manage and execute all aspects of garden maintenance and projects while leading and supervising multiple *Crew Leaders and Gardeners* at client properties throughout the season. The *Account Manager* oversees the quality of work, manages client relationships and ensures that *Crew Leads and Gardeners* adhere to best horticultural practices. The *Account Manager* may also serve as main *Crew Lead* on many properties for the *Senior Account Managers* and other *Account Managers*, as needed. The position requires an understanding of Phillips Garden's quality of work and design aesthetic and a willingness to collectively develop, diversify and improve them. *Account Managers* are accountable to the *Director of Horticultural Services and Senior Account Managers*. It is vital that the *Account Manager* shares and upholds Phillips Garden's **Core Values**.

Job Duties:

- LMA – Lead, Manage and Hold Accountable *Crew Leads and Gardeners*.
- Manage and execute all aspects of garden maintenance and projects
 - Must be proficient in all aspects of garden maintenance and related projects and able to delegate tasks to appropriate crew members to assist in the completion of the work
 - Run a daily schedule, keep *Gardeners* on-task, monitor breaks, plan routing, ensure quality of work, and note what and when further work is needed.
 - Evaluate garden & landscape needs against scheduled chores upon arrival at property and assign *Gardeners* efficiently to complete anticipated and unexpected tasks.
 - Monitor and report job status and progress to *Senior Account Manager* as necessary
 - Train and mentor *Crew Leads and Gardeners* in maintenance procedures.
 - Lead and inspire *Crew Leads and Gardeners*
 - Meticulously maintain daily service forms and record job details as needed. Ensure that all paperwork is filled out properly and handed in daily.
 - Manage and maintain equipment and resources.
- Oversee quality of work.
- Manage client relationships.
 - Proactively communicate with assigned clients to understand property details and a client's design style with clear & consistent communication and relationship building
 - Communicate with clients while on their property to address questions and concerns. Relay to *Senior Account Manager as necessary*.
 - Observe and propose opportunities, improvements, and projects for properties. Work with *Senior Accounts Managers and/or Design Team* as needed.
 - Confer with the Senior Account Manager, associated with the property, about significant changes, when applicable.
 - Create and track budgets.
- Build and maintain a strong team that adheres to our *Core Values*.
 - Train & mentor *Crew Leaders and Gardeners* in best horticultural practices & garden design.
 - Seek advice and help to solve issues of design, plant choices and care, or other problems, to ensure the use of best Horticultural Practices and Design.
- Coordinate and collaborate with *Senior Account Managers and other Account Managers*.
 - Attend *Weekly Account Manager* meetings.
 - Collaborate with other *Account Managers and Senior Account Managers* on scheduling and resources.
 - Communicate with the Director or senior account managers regarding employee issues.
 - Provide your plant and materials needs to the *Nursery Manager*.
- Lead and/or assist with light landscaping projects which may include duties such as: Garden renovations, demo, soil prep, and light stonework (small patios, stepper paths, etc.).
- Work with *Senior Account Managers* to learn to take on occasional projects Designing, Estimating and Installing for new clients or existing clients.
- Model core values and company code of conduct
- Other duties as assigned

Qualifications:

- A minimum of 5 years of proven successful work history in Horticultural Services, Managing Gardening or Landscaping crews, and working directly with clients in Maintenance and Installation.
- Proven Horticultural Knowledge
- Excellent attention to detail and communication skills
- Creative problem-solving skills
- Positive collaborative attitude
- Punctual and dependable
- Ability to manage crews, time and resources
- Work outdoors in all weather
- Ability to bend, kneel and lift 50 pounds without overexertion.
- Clean driving record

Phillips Garden Core Values:

- Work Ethic
- Creativity & Curiosity
- Team Player
- Integrity
- Belief in Community and Sustainability

Wage Range \$24-\$30/ Hour
(2023)