Position Description

**Position Title:** Account Manager/Winter Supervisor

**Reports To:** Iowa Branch Manager

**Dept Head:** VP of Operations

**Department:** Operations

**Human Resources:**

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**Job Purpose:**

Oversee and manage the snow removal as either a Plow Supervisor or Shovel Supervisor; ability to hire and oversee all field staff in their assigned zones. Strive to reach a 100% on-spec goal in a designated zone. Work together with the other operations team to provide consistent and quality service. Work together with other Supervisors and Associates to carry out company identified projects. Develop and Manage select winter customer contacts.

Help to hire and oversee crews in the summer operations, propose and sell Landscape Enhancements and assist in all areas of the Summer Operations. Develop and manage Summer Customer relationships for the locations that the Account Manager is overseeing.

Source, hire, and develop Sub-Contractor relationships for all areas of the Iowa RPS service area, both in the summer and the winter. Manage the Sub-Contractor teams in the summer and ensure quality and contract specifications are being maintained.

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**Major Accountabilities:**

- Ability to form and maintain relationships with operations field staff (contract partners, shovelers etc)
- Ability to perform field operations on a limited basis including irrigation, landscaping, snow removal and other duties as required.
- Organize and route field staff and oversee all aspects of their work.
- Manage field staffs efficiency and hours.
- Maintain all paperwork to analyze hours billed. Provide Billing Department with accurate hours for invoicing from hours turned in by the field staff.
- Develop and manage deicing, enhancement sales and up sell programs for the assigned zones.
- Provide information to Customer and/or Sales staff regarding property.
- Know all service specifications for projects in assigned zone.
- Bid, propose and sell enhancements, landscape improvements and additional winter services to customers.
- Develop and maintain specified customer relationships
- Work with the sales team to develop and enhance customer relationships.
Measures of Success

Achieve 100% on-spec performance
Customer retention
Level and quantity of Customer service complaints
Ability to manage jobs at or below budgeted hours and margins
Ability to develop and maintain Sub-contractor relationships

Minimum and Desired Requirements for the position:

Ability to communicate both verbally and with written reports
Working knowledge of the Des Moines Metro area
At least 5 years experience in snow removal and landscape operations
Ability to use a computer and Microsoft office software (Work, Excel)
Valid Drivers License

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