Position Title: Client Service Representative

Reports to: Owner/Sales Manager

Position Summary: The Client Service Representative is responsible for identifying, proposing and closing sale of property enhancements. They are equally responsible for building, managing and growing multiple profitable and long-term relationships with clients. The “CSR” is the primary contact for their clients and is accountable for maximizing customer satisfaction through the highest level of communication and service. This is a progressive company of high integrity. We are fast paced, and goal oriented. We want a self motivated individual looking for a place with advancement opportunities to progress their career.

Responsibilities:

- Develop and maintain long-term, loyal clients relationships that result in high levels of clients satisfaction and contract renewals each year through excellent communication.

- Communicate at a very high level with production, management and office staff on a daily basis.

- Conducts weekly property assessments and communicates with on site crew leaders, schedules and meets with property manager to go over possible site enhancements, strengthen customer relations and grows revenue levels with each account.

- Communicate and facilitate a satisfactory resolution of any concerns or performance issues that may arise during the course of the account relationship with crew leaders and production staff.
• Required to attend client and board meetings as well as any trade show or community events as needed to promote sales.

• Accountable for sales reporting on a weekly basis on new business development, enhancements – upsells, renewals and summaries of key account management activities on a weekly basis to Owner.

• Demonstrates role model behavior on ethics and integrity as well as positively promoting company culture and mission.

**Qualifications**

• This position is a full time position that requires more hours in our regular summer season and a 40 hour week in the off season. Schedules and times of day/night will vary based upon work depend. (Ie. Snow storms and seasonal deadlines).

• Bilingual (Spanish) is a plus.

• Proficient with computer software programs including Word, Excel and Outlook and willing to learn company software.

• Must have a good knowledge of plant material and horticulture practice: a degree in related fields is a plus.

• Professional demeanor and appearance a must.

• A minimum of 3 years in the industry is required.

• First hand experience in multiple facets of the field a plus.

• Strong organizational skills and a passion for detail required.

• Mainly independent work with occasional team project.