

Account Manager

Position Overview: This is a full-time opportunity with a benefits package.

Join West Michigan's largest landscape management company as an account manager. The Account Manager is responsible for managing a customer portfolio with a focus on maximizing revenue, growth, and new clients through customer retention and enhancement sales. This position's responsibilities also include communication and documentation of all issues in the field, a daily log of activity with every account touch in CX, and correct and timely completion of all paperwork. The Account Manager will interact closely with the client and is responsible for representing the client's needs and goals within the organization and representing the clients needs and goals. This position partners closely with our sales and operations departments to ensure a client's satisfaction with our services. This position partners closely with our sales and operations departments to ensure a client's satisfaction with our services

You can build your future right here! DJ's has boasted healthy company growth for more than a decade. This has led to excellent opportunities for motivated team members to grow their careers and improve their quality of life. DJ's seeks individuals with a professional demeanor who will strive to be a leader in our industry, and who are ready to grow their careers among other professionals in a dynamic company. Apply today for a chance to become a part of this growing and motivated team.

Responsibilities include:

- ◆ Maintaining a set retention, renewal, and enhancements goals while ensuring GM are targeted.
- ◆ Attaining referrals from all current clients.
- ◆ Keeping up with the trends on industry information, diseases, plants, and trees through continuing education.
- ◆ Maintaining a set visitation schedule on the assigned book of business.
- ◆ Accurate review and timely delivery of renewals as scheduled by the Client Care Manager.

The following skills/qualifications will serve you well in this position:

- ◆ Degree in Horticulture or equivalent experience
- ◆ 3-5 years of professional experience working in the green industry
- ◆ Knowledge of plant/tree/grass varieties native to Michigan and diseases that affect them
- ◆ Customer service experience
- ◆ Sales and negotiations experience
- ◆ A proven record of problem solving
- ◆ Exceptional self-management
- ◆ Urgency to grow and improve
- ◆ Computer / software proficiency

