Job Description

**Job** **Title:**

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**Account Service Representative**

This position reports to the Business Operations Director and interfaces with company managers and staff. Eco Scapes is

committed to an employee-orientated, high-performance culture that emphasize quality, continuous improvement, and the recruitment and ongoing development of a superior workforce.

**Specific responsibilities:**

* Primary contact for clients, building long-term relationships that foster satisfaction, retention, and ancillary sales.
* Interacts with clients to help ensure job satisfaction.
* Promptly responded to client inquires either phone, email, text, etc.
* Performing weekly site walkthroughs with clients and crews to ensure quality and service expectations are met.
* Facilitating the resolution of client concerns to ensure renewal.
* Bid enhancement work and assist in lineout of approvals.
* Develop pipeline of new business opportunities.
* Maintaining satisfactory accounts receivable levels
* Coordinating with the Office Administrator to ensure databases contain up-to-date client information.
* Communicating production goals with crew members and clients.
* Ensure projects assigned are completed within financial budgets as developed by Eco Scapes of Texas.
* Provide feedback to Management regarding quality of subcontractors, suggestions for improvement of field operations, bidding, and employee development programs.
* Recruit and train staff and subcontractors as may assist Eco Scapes of Texas with improved customer service and improved profitability.
* Represent Eco Scapes of Texas at company sponsored or attend trade and social functions as necessary to market Eco Scapes of Texas in the most positive light.
* Ensures all crew members utilize all required personal protective equipment.
* Supervises all crew members during the performance of all assigned work.
* Lead by example.
* Follows directions from supervisor.
* Ensures all safety rules and company safety polices are adhered to.
* Communicates well with crew members, supervisor, and clientele.
* Strives to improve job skills and develop the potential for upward mobility.
* Maintain a clean and safe job site.