

Re: Job Description

Position

G&M Works LLC is pleased to present the position of Operations & Account Manager. The Operations & Account Manager develops, implements, and manages quality control systems designed to ensure continuous production of composition materials and business procedures (consistent with established standards, customer specifications, and production goals). The position supervises a team of landscape technicians.

Responsibilities:

- Ensure a high level of customer service and satisfaction. Investigate and correlate with Owners if necessary to correct customer issues and complaints relating to quality
- Supervise workers engaged in property inspection and testing activities to ensure high productivity and efficiency
- Formulate, document, and maintain quality control standards and on-going quality control objectives relating to both customer accounts as well as overall business practices
- Reduce project development time by identifying, evaluating, and implementing new techniques and systems
- Provide, and oversee, route efficiency on daily, monthly, and seasonal basis while creating and maintaining systems and procedures to reduce cost and increase profit margins
- Maintain and organize equipment, vehicles and storage spaces in conjunction with the weekly checklist.
- Reconcile inventory of all materials, specifically chemicals while tracking and projecting chemical usage on a daily, monthly, and seasonal basis.
- Be able to operate lawn equipment as needed
- Apply herbicides and pesticides at the correct rate given the time of year.
- Perform monthly evaluations for each property and provide detailed assessment in CRM system.
- Provide overall support and expertise to new & existing accounts
- Increase discretionary business through up selling, extras, referrals, door-to-door advertising, etc.
- Prepare and provide client estimates
- Complete all administrative tasks thoroughly and promptly (call notes, bill reconciliation, daily reports, etc)
- Secure payments from clients in timely fashion
- Operate as the lead point of contact for any and all matters specific to your customers

Compensation

1. **Base Salary.** You will be paid a \$60,000 annual Salary. Your salary will be payable in 26 payments pursuant to the Company's regular payroll policy, which is subject to change.

2. **Annual Review.** Your Base Salary will be reviewed as part of the Company's normal salary review process, which is currently scheduled to occur on or before July 1 of each year. However, the Company reserves the right to review salaries more or less frequently.

Sincerely,

Paul Micali
Co-Owner