



LANDSCAPE · NURSERY · GARDEN CENTER

EMPLOYMENT OPPORTUNITY: Client Relationship Manager – Maintenance

Chalet's Landscape Division in North Chicago, IL has an opportunity for a Client Relationship Manager-Maintenance to join our team. This position reports to our Director of Maintenance. The Client Relationship Manager-Maintenance will expertly manage and develop long term relationships with our residential customers to ensure that we exceed their quality and service expectations at their property.

Responsibilities include:

- Develop, maintain, service and strengthen residential maintenance client relationships.
- Serve as main point of contact between client and Chalet to ensure full communication among the various company departments and create the best possible client experience.
- Conduct regular site walks in an effort to keep each site looking its best; to identify, design and implement new enhancement opportunities that maintain the Chalet design intent; and to maximize sales.
- Consistently and regularly engage your current client portfolio to strengthen relationships and ensure satisfaction.
- Build client portfolio within given territory by identifying prospective clients and generating referrals from new and existing clientele.
- Review and secure annual renewal agreements in order to maximize annual client retention rates.
- Protect clients' landscape investment by identifying maintenance related issues on client properties and work with the various company departments to implement solutions.

We are looking for a client-focused, pro-active team player with the following qualifications:

- Previous landscape account management experience (residential preferred) where you have expertly provided client service, generated site enhancement opportunities, and managed projects.
- A track record of consistent, swift, and reliable follow-up and follow-through with every customer inquiry, using the most appropriate method for the message (face-to-face meetings, phone calls or emails).
- The ability to manage leads, cultivate new business, and maintain long term customer relationships.
- A two or four year degree in horticulture, landscape design or related field is preferred.
- Strong plant identification and knowledge.
- An outgoing personality with an ethical and trustworthy approach that has a track record for establishing long term client relationships and fostering collaboration among staff.
- Proficient in Microsoft Office Suite. Experience in monitoring billing process is a plus.
- Have a current driver's license and maintain a good driving record.

This is a full-time, year round position that offers a benefits and compensation package including base salary with bonus opportunity, medical, dental, life and disability insurances, paid time off, holidays, and 401(k) with match. Please forward your resume to sandyv@chaletnursery.com. Thank you.