



**TOWN AND GARDENS**

## **Account Manager - Town & Gardens, Ltd.**

Town & Gardens is a dynamic high-end landscape design/build firm in NYC. The Account Manager is responsible for developing and maintaining long-term relationships with clients by providing excellent customer service and being a trusted voice for consultative sales in planning, installation, and ongoing care for our customer's outdoor spaces. A successful applicant for the Account Management role will be able to quickly contribute to the Account Management team's pursuit of providing outstanding customer service following initial training and onboarding at T&G.

### **Responsibilities:**

- Building long-term relationships with clients by providing excellent customer service.
- Facilitating the resolution of customer concerns or problems.
- Performing site walkthroughs with clients or Maintenance Foreman in helping to craft new maintenance or planting proposals and ensure quality and service expectations are met.
- Become proficient in our industry-specific Proposal & CRM software (training provided).
- Preparing visual and presentation aids.
- Coordinating and interfacing between office and field staff to ensure the right people have the right information in a timely manner for projects and installations.
- Proactively presenting site enhancement ideas to existing customers.

### **Qualifications:**

- Possess a problem-solving, can-do, positive attitude.
- College degree or certifications in horticulture/landscape design (or related field) or equivalent work experience a plus.
- Proficient in Microsoft Office required. Experience with Adobe Illustrator/Photoshop and/or Google Sketchup not required, but a plus.
- Experience working in an office environment.
- Ability to collaborate with people across different backgrounds and skill sets.
- Passionate about creating and managing beautiful urban gardens.

### **You might be a good fit if you have:**

- 2-years of supervisory experience in the landscape, horticultural, or related service industry.
- 4-year degree in a business-related field or equivalent experience in a landscape or horticultural services industry.

We offer a competitive salary, benefits, and paid vacation.

Town & Gardens is an Equal Opportunity Employer and a drug-free workplace.

**To apply, please email a Resume, Cover Letter, and Portfolio or Work samples if applicable (no larger than 7MB) to [info@townandgardens.com](mailto:info@townandgardens.com) - Please put the position you are applying for in the email subject line.**



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