“Live Life Outdoors.”

Landscape Design Consultant

Arborvine Landscaping was founded in 2018 with a mission to provide clients with the highest quality in landscaping projects through exceptional communication, meticulous craftsmanship and a wealth of knowledge brought by our team of professionals. Arborvine Landscaping has a standard of excellence in all aspects of our operation. Today we specialize in hardscaping, masonry, landscaping, outdoor living, pools and grounds maintenance. Each step in our quality driven process is geared towards providing our clients with the highest level of customer service experiences, the finest completed projects and exceptional ongoing support to build lasting relationships.

Applicants should apply by emailing your resume to greg@arborvinelandscape.com or contacting Arborvine Landscaping at 302-502-5605 and asking for Greg to discuss employment opportunities.

Qualifications:

- Basic admin work to issue contracts and change orders for signature, collection record keeping of deposit and progress payments
- Knowledge of of local planting and hardscape material
- Ability to be creative and problem solve
- Teamwork and leadership skills
- Impeccable mathematical ability to generate accurate proposals and material lists
- Attention to detail to generate impressive and competitive designs and proposals
- Passion about the industry
- Motivation to meet and exceed sales goals
- Ability to communicate professionally and promptly through email, phone, text and in person
- Ability to adapt to changes and unique project conditions
- Ability to work outside in hot and cold conditions to meet with clients and mark layouts/ inspect job sites
- Organizational skills

- Time management skills to maximize productivity throughout the day

Compensation:

- Starting Salary $65,000-$95,000 per year
- 401k plan with company matching up to 3%
- Paid time off and paid holidays
- Bonus Program

1. **Onsite Consultations:**
    - Perform onsite consultations which will be added to your calendar by the office team. Read descriptions of each appointment to prepare yourself for the client. Bring any samples or promotional items that may help at the consultation per the notes on the calendar invite.
    - Establish a relationship with the client and understand their goals and objectives for the project
    - Use your design expertise and creativity to bring the clients vision and ideas to life
    - Record all measurements and grades while onsite to generate accurate designs and proposals
    - Take photos of the site and upload photos to a newly created folder (client name) in the google cloud, share with management and production team
    - Consultations may take place on evenings and weekends

2. **Additional Appointments:**
    - In addition to to new lead appointments you must also manage appointments for design presentations, scope reviews, warranty claims and some past clients may reach out to you directly for additional work
    - Meeting clients as quickly as possible after a request is submitted is crucial
    - Additional appointments may take place on evenings and weekends

3. **Designs and Proposals:**
    - Basic proposals are to be sent to clients within 48 hours and larger designs/ proposals are to be submitted within 7 days.
    - Record customer data in our mater spreadsheet
    - Utilize our proposal templates and estimating software to generate accurate and detailed proposals for review by the sales manager

- Proposals are to include itemized sub sections, a full material list and payment schedule
- Sketches as well as 2D and 3D designs will be created based on the project size and scope
- Extreme attention to detail and impeccable mathematical skills are required to generate accurate budgetary estimates
- Organization is important to ensure all proposals and designs are filed/ stored in the proper area.
- After proposals are approved by the sales team, they are to be sent to the client along with supporting designs and warranties and/or material samples.
- Proposals are to be moved to the estimated folder after they are sent out to clients

4. **<u>Follow Ups:</u>**
    - We encourage you to send a text to clients after proposals are sent where appropriate
    - Our master spreadsheet will track follow ups and notify you every 7 days so you can follow up with leads
    - We encourage creativity with follow ups which should be completed through text, phone or email. Multiple methods may be used at once
    - Tracking patterns of what time and what methods of communication for clients is suggested
    - All interactions with clients must be logged in the master spreadsheet

5. **<u>Awarded Projects:</u>**
    - Once projects are awarded to us, the sales rep must send a docusign for the customer to sign and date the proposal electronically. A deposit must be submitted for materials to be ordered. When creating docusigns, scheduling team must be added to receive a carbon copy.
    - Once approved and signed the estimated project and and supplementing material such as designs should be moved to the scheduled folder listing the client's name and project number
    - A detailed work order must be created using our template for each crew that will be onsite. Once this is completed, you will message the scheduling coordinator to notify them of the awarded project which is ready for scheduling and purchasing.
    - If you receive the deposit payment this must be delivered to the production team

- Additional paperwork and drawings may be required to submit permits to municipalities on certain projects.

6. **<u>Pre-construction:</u>**
    - Before projects start our production team will coordinate a pre-construction meeting onsite with the foreman and sales representative. This meeting is optional for clients to attend
    - Layouts and grades will be marked at this meeting and the foreman will be introduced to the job. Foreman will be introduced to the client if they choose to attend
    - Staging locations of materials, equipment, and portable bathrooms will be designated and marked at this meeting
    - Pre project checklist will be completed and submitted to the production team to confirm that the project is ready to begin

7. **<u>Project Management:</u>**
    - Daily site visits are requested to monitor progress, manage quality and provide updates to the client through text, email, phone or in person.
    - Take progress photos of the site and upload photos to the google cloud, share with management and production team
    - If you can not make it to a site on any given day contact the production team to receive updates and photos from the crew to update the clients
    - It is important that you are present for crucial parts of the project such as marking of layouts/ grades, plant and lighting placement or during subcontractor visits
    - Any progress payments that are given to you onsite must be given to production
    - If materials are mis calculated on an error by the sales representative, they will be responsible for correcting the issue without disturbing the production of the crew or the project
    - The production team will perform daily job costing on the projects and you should reference these information often to ensure the profitability of projects

8. **<u>Change Orders</u>**
    - During your site checks you may notice items for potential upsells or the client may request additional work/ modifications to the scope
    - All change orders are to be issued the same day through docusign. Upon approval production must be notified immediately to allocate additional

estimated time and required material for the change order. When creating docusigns, production team must be added to receive a carbon copy

- Once change order forms are signed, they should be moved to the client folder and filed with the other project info
- Change order payments are required up front and should be given to production if handed to you onsite

9. **Final Walkthrough:**
    - At completion of the project, a final walkthrough is to be scheduled to review the project with the client, answer any questions and ensure satisfaction.This is a good time to request google reviews, discuss future projects to generate repeat clients and pitch yearly maintenance proposals
    - Take final photos of the site and upload photos to the specific project folder in google cloud, share with management and production team
    - If client provides the final payment at this visit it must be given to production
    - A final email should be sent listing any care instructions, a review link and any maintenance proposals that the customer may have been interested in.
    - A certificate of completion checklist is to be completed and filed with the production team

10. **Ongoing support/ relationship management:**
    - Reaching out to clients at periods set forth by the sales manager to generate maintenance services or repeat projects
    - Keeping notes of clients who have discussed future phases or projects is crucial so they can be reached out to at the appropriate time