

Job Title: Aquatics Service Manager

Position Overview: The Aquatics Service Manager (SM) is a high-level leadership role responsible for managing a large portfolio of client accounts and executing Annual Service Agreements. This position bridges the gap between client relations, sales, and field operations. The SM provides direct leadership and training to Associate Service Managers (ASMs) and Technicians, ensuring quality control, safety compliance, and mastery of the company's sales and estimation processes.

Key Responsibilities:

Account Management & Compliance

- **Client Relations:** Provide detailed, timely service reports and communicate compliance issues to clients within **2 business days** of a visit.
- **Scheduling:** Schedule Certified Annual Inspections one month prior to due dates and ensure compliance requirements are met two months prior.
- **CRM Management:** Utilize the CRM tool effectively to track accounts and communicate repairs to the Construction (CRS) team within 2 business days.

Leadership & Training

- **Staff Development:** Identify crew training needs and include ASMs in on-site assessments at least once a month.
- **Technical Instruction:** Teach ASMs and Technicians how to plan and execute installations of fish structures, fountains, aeration, and plantings.
- **Feedback:** Provide at least **4 pieces of feedback** monthly via the HR software.
- **Safety:** Ensure all safety equipment and precautions are implemented during operations.

Sales & Technical Operations

- **Subject Matter Expert:** Serve as the expert on assessments, estimating, and product knowledge (fountains, aeration, fish, etc.).
- **Pipeline Management:** Provide weekly updates on open Opportunities in the CRM and respond to open Activities within 2 business days.
- **Execution:** Proficiently handle the details of assessments, estimating, installation, and repairs.

Administration & Policy

- **Compliance:** Follow all handbook policies and participate in scheduled safety meetings.
 - **Digital Proficiency:** Use the time app daily, update the company calendar, and manage email/text communications promptly.
 - **Professional Growth:** Maintain proper certifications and attend at least **2 professional training sessions** annually.
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Requirements & Qualifications:

Experience & Skills

- **Industry Background:** Education or experience in construction, landscaping, excavation, water resources, pond management, or stormwater maintenance.
- **Technical Skills:** Experience operating mini-excavators, skid steers, mowing equipment, chainsaws, and pumps. Must be proficient in loading and hauling trailers.
- **Computer Proficiency:** Skills in Word processing, Mapping/GIS, CRM software, and timekeeping apps.

Leadership & Soft Skills

- **Management:** Capable of leading/managing a crew and working well in teams.
- **Communication:** Strong written and verbal ability (grammar, punctuation, spelling) to communicate with clients of various education levels.
- **Organization:** Results-oriented, self-starter with high attention to detail.

Physical Demands

- Ability to lift and carry up to **80 lbs**.
- Ability to work on **steep slopes** and in all weather conditions/wet environments.
- Capability to travel, with occasional overnight trips required.

Licensing

- Must possess a valid driver's license with a clean driving record.
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Benefits:

- **Competitive Pay**
- **Time Off:** Annual Paid Vacation + 11 Observed Holidays
- **Health:** Insurance Benefits (Health, Vision)
- **Retirement:** Company-Matched 401K
- **Perks:** Company Phone provided

Equal Employment Opportunity Statement:

Bland Landscaping Company and Foster Lake & Pond Management provide equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, veteran status, sexual orientation, gender identity, or any other characteristics protected by federal, state, or local laws.