

# Door Landscape & Nursery

## Landscape Designer Position Description

Reports directly to the General Manager or Owner. Includes all aspects of customer service, landscape design, estimating, sales, project management along with selling maintenance services; providing exceptional service to our clients.

### Duties & Responsibilities

1. Meet with clients, gather client and site data for creating designs, estimates, contracts and Team Leader Installation Packets in a timely manner.
2. Ability to quickly learn and use company CAD software (currently Dynascape) and devices for site data gathering, designs and proposals.
3. Ability to quickly learn and use company estimating software (currently LMN).
4. Complete designs and proposals/contracts within client and company budgets.
5. Review designs and proposals with owner if necessary.
6. Present designs, proposals to clients.
7. Secure contracts and deposits from clients and process them with the office.
8. Order materials and rental equipment necessary for job completion.
9. Secure and work with subcontractors when they are required for projects.
10. Manage multiple landscape projects.
11. Walk Team Leader through project site, providing instruction and plant placement when requested.
12. Complete projects within pricing and budget constraints.
13. Meet with architect or client to discuss projects or properties as required.
14. Conduct final walk through with client and provide establishment instructions.
15. Follow up with clients after work/project completion (within 30 days).
16. Promote landscape maintenance programs offered by company to clients with recently completed work/projects; plus other services offered by the Company.
17. Report, respond to and resolve call backs in consultation with Operations Manager or General Manager.
18. Maintain up-to-date client process and production boards.
19. Create, update and maintain client files.
20. Meet with outside vendors as required.
21. Attend company staff meetings.
22. Communicate all "items for extra work" (add-ons) for invoicing.
23. Process all "Additions or Changes to Contract" forms in a timely manner.
24. Plus any other duties or responsibilities as assigned.

### Marketing Door Landscape & Nursery

1. Setting an example with your professional appearance.
2. Showing professionalism in your conduct with company employees, clients and the public.
3. Representing the firm and presenting its values, services and strengths; including at events and tradeshow.
4. Developing good relationships with individuals in related trades, professions and non-profit organizations for the benefit of the organization and the company.
5. Contributing to the company's various marketing efforts within its marketing plan.
6. Creating and presenting educational programs for the benefit of the public and the company.

### Developing Your Biggest Asset: Employees

1. Training and coaching employees as needed.
2. Placing employees in positions utilizing their strengths.
3. Motivating employees and creating a "team."
4. Assist in evaluating the staff.

### Customer Focus

1. Articulating the company's focus, specialties and approach to service.
2. Cultivating good client relationships.
3. Creating value for your clients.
4. Professionally servicing your clients in a timely manner.

### Organizational Effectiveness

1. Removing all activities that do not add value to your clients.
2. Being an effective contributor to the processes, and their improvements, within the company's systems.
3. Planning to be organized.
4. Being an effective leader and manager.

### Education and Training

1. Ongoing education and training as required by management.