



## **Seasonal Snow Sub Account Manager**

**Job Description**

**Updated 2025**

**FLSA Classification: Non-Exempt (Part-Time, Seasonal, Hours will vary)**

### **Summary of Position**

- Assist the Senior Account Manager with managing a set of snow sites. Focus on client relationship management by serving as one of the primary customer contacts. Collaborate with the Seasonal Snow Team Leads, Snow Team Members, and Leadership to manage the delivery of excellent snow service, accurate and timely billing, customer service, and problem resolution. As a working supervisor, be actively involved in managing Site Leads and crews before/during/after a storm. Perform site inspections before, during, and after the storm to ensure excellent service is delivered and risk is mitigated according to the contract and scope of work. This is a part-time, temporary, seasonal position that provides an emergency response service for our clients.

### **Responsibilities**

- Manage a set of customer sites, under the direction of the Senior Account Manager, from pre-season inspections through post-season inspection, ensuring outstanding customer service is delivered.
  - Interact with Site Leads and Snow Team Members in assigned geographical area to ensure all aspects and specifications of the contract and scope of work are being followed. Review customer-approved site maps, including snow pile locations, and scope of work with Site Leads and snow crews prior to the snow season.
  - Perform pre-season site walkthroughs for designated sites.
  - Be in constant contact with Site Leads, Snow Team Members, and the Senior Account Manager before/during/after snowstorm via email, phone, or text messaging, giving appropriate directions. Confirm Site Leads and snow crew are ready for snow events, with ample salt, functional equipment, etc.
  - Check in regularly with the Senior Account Manager to provide status reports and obtain any new servicing directives. Promptly respond to all communications from Leadership (calls, texts, or emails).
  - Be actively involved during all snow events; this could be 24/7 across multiple days, including weekend/holidays, and never a set day or time. Able to travel outside of assigned geographical territory to assist with Operations.
  - Continually monitor the service tracking app during a storm to ensure all clients sites are being serviced and services are properly documented for billing.
  - Check on property sites during snow events in the assigned territory. Perform onsite pre-storm and post-storm inspections for quality assurance.
  - Assist the Senior Account Manager and Accounts Billable in reviewing services within 24 hours of storm ending to verify accuracy before data is finalized for billing. Reach out to Site Leads for additional information.
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- Respond to client calls for service complaints within 30 minutes of call; feedback on service request must be communicated to the Senior Account Manager. Resolve all complaints, call outs and requests from clients to their satisfaction. Document calls received and resolved.
- Document and address immediately any damages and incidents occurring during a snow event. Assist leadership in resolving them
- Report any disciplinary or insubordination actions from crew members to the Senior Account Manager.
- Operating equipment on location during an active event is to be viewed as a last resort, secondary responsibility. Your primary role is to make sure your area is fully functional and operating efficiently.

### **Knowledge and Skills**

- Snow operations experience required, loader and skid steer with pushers/attachments, sidewalk equipment, and other snow operations equipment.
- People leadership and strong communication skills are required. Ideally, 2+ years of people management is required.
- 3-5 years of snow operations leadership experience with self-performing snow operations is strongly preferred.
- Hold current driver's license required for all company vehicles, accompanied by a satisfactory driving record.
- 24x7 availability to be on call during the winter season from October 1<sup>st</sup>-May 1<sup>st</sup>.
- Ability to use and compose well written emails, proficient texting, and various software applications on phone.
- Problem solving skills, including quick and solid follow through focused on achieving results.
- Customer-focused; positive demeanor. The ability to develop and maintain effective working relationships with a wide audience (internal and external) while providing thoughtful resolutions to customer issues and communicating these issues with management and others appropriately.
- Strong verbal and written communication skills.
- Excellent time management and organizational skills, ability to multi-task and prioritize work.
- Ability to work independently or in a group setting.
- Flexibility in schedule vital, particularly during peak times.
- Must be readily adaptable to fast-paced, changing/evolving environment.
- Maintain a reliable and dependable attendance record.
- High level of integrity, work ethic, and confidentiality.

### **Work Environment/Physical Demands**

- Physical and mental endurance required for 24x7 availability during the winter season, including traveling to sites and being outside in winter weather conditions performing physical tasks.
- Travel, mostly driving a company e to view and/or walk properties in winter weather conditions during a snow event or attend offsite meetings during sales seasons.
- The ability to sit, stand, bend, reach, push, pull, ascend/descend stairs, and walk for various lengths of time during business hours.
- The ability to lift 50 pounds if needed.