

# Landscape Designer Salesperson

## Position Agreement

### Results Statement

Success in the role of the Landscape Designer Salesperson is defined by:

- 1) Successfully engaging clients throughout the Pre-Construction Process, providing a white glove level of service that results in an 11/10 experience.
- 2) Developing thoughtful designs and robust scope of work, budgets and job packages that sets up the production team for successful project implementation
- 3) Fostering a strong client and professional relationship network that results in repeat and referral work generation.

### Role Description

The role of the Landscape Designer Salesperson is to set a first impression that exemplifies the Core Values of Frontiers Design Build:

- 1) Culture of Craftsmanship,
- 2) Built to Last, &
- 3) Community.

As one of the first points of contact for a new client, you must be personable, professional, knowledgeable and assertive. It will be the Sales Managers role to screen incoming leads and sell them the Pre-Construction Proposal, which will provide the budgeted hours and scope for the Pre-Construction process, inclusive of:

- Client onboarding
- Administrative project setup
- Conceptual design
- Budget planning
- Detailed design
- Coordination with consultants
- Permit administration
- Job Package creation
- Offboarding the project to production staff

The Landscape Designer Salesperson must be process-oriented and willing to repeat many tasks in the same way to provide consistency in the company brand. Items like onboarding,



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project setup, budget planning all take attention to detail and the repetitive use of SOPs and templates.

A thoughtful, creative and constructable design approach will be crucial to maintaining the level of project delivery excellence that Frontiers is known for.

Further to this, the Landscape Designer Salesperson must continually cultivate existing relationships to ensure that Frontiers is top of mind for quality referrals. The majority of new sales leads should be coming from existing relationships with past clients and current vendors - this is a metric of success for the Sales Team. The Landscape Designer Salesperson must also be organized and follow the internal systems that Frontiers has in place - Funneling clients through the 5 stage "Frontiers Process".

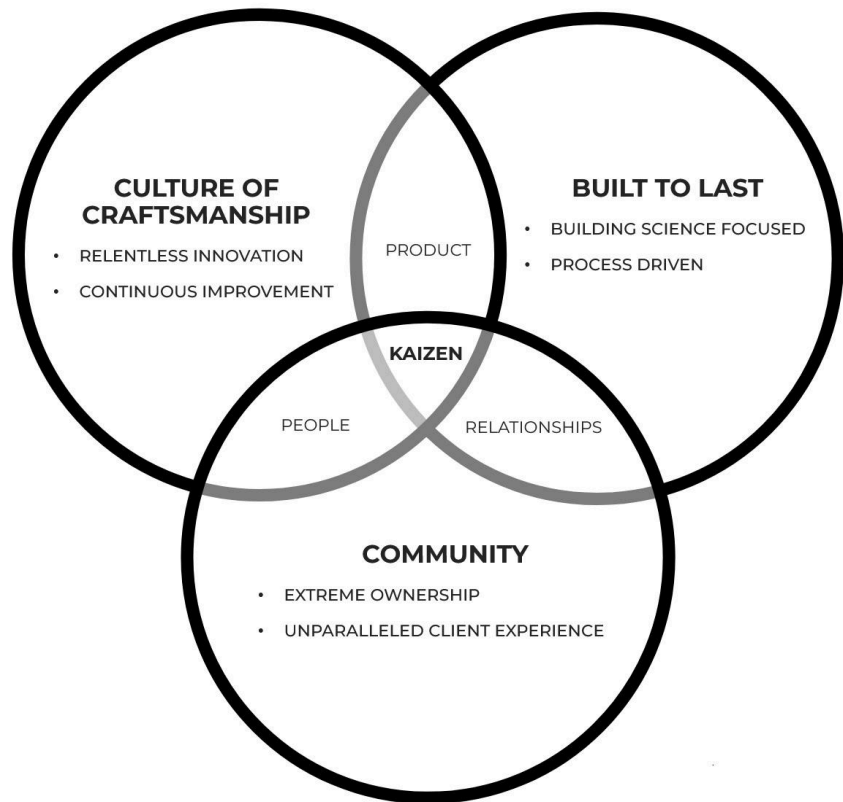
This will require the Landscape Designer Salesperson to be prompt and assertive in communication with prospective/new clients. It will also require the Landscape Designer Salesperson to be diligent and disciplined in hand holding said clients through the initial steps of the Frontiers Process - setting them up for an exceptional client experience, and setting the stage for our larger Pre-Construction team to be successful.

# STANDARDS

## Reporting Structure

- The Landscape Designer Salesperson reports to the Sales Manager
- The Landscape Designer Salesperson has no direct reports

## Company Values



## Position-Specific Standards

- To communicate clear outcomes to the production team on critical aspects of each project.
- To provide exceptional client experience during the Pre-Construction Process.
- To execute effective systems for the Pre-Construction Process.

## Company-Specific Standards

- To exemplify the "White Glove" approach to client care.
- To support and mentor your teammates.
- To question and push the envelope in the pursuit of excellence.
- To bring a "systems thinking mentality" to operational efficiency.
- To "finish the job" to ensure the next teammate is set up for success.

# OUTCOMES & RESPONSIBILITIES

## Specific Outcomes of the Role

- **Profitability:** Ensure that projects moving through the Pre-Construction process are priced according to the templates and general pricing guidelines that have been set by the Pre-Construction team, which sets up the production team to execute a profitable project
- **Collaboration:** Enhance and deepen relationships with the industry, clients, vendors, suppliers and the Frontiers team.
  - ◆ Coordinate with the Sales Manager on company wide sales goals
- **Client Experience:** Set the tone for an exceptional client experience with Frontiers by demonstrating company professionalism, efficiency and process driven approach.
  - ◆ Maintain open and timely communication with client and stakeholders
  - ◆ Manage client expectations with respect to construction cost, risks, scheduling and execution to set the production team for success

## Specific Responsibilities of the Role

### Weekly Engagement:

- Monday Sales & Design Meeting (9:00am-10:00am)
  - ◆ Review all Pre-Construction Projects with Sales Manager, Design Staff, Operations Manager and Project Managers

### Deliverable Commitments

- Update Sales Board weekly - Trello workflow board shared with Pre-Construction Team
- Provide effective job package handoffs and kickoff meetings for production staff



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# PRE-CONSTRUCTION MANAGER POSITION AGREEMENT

By their signatures below, the parties hereby understand and agree to all terms and conditions of this Agreement.

## Team Member

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## The Company

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_