

At Park, we believe that a beautiful landscape starts from the ground up—and that includes our team. We don't just offer jobs; we provide a space where you can plant your ambitions and watch them bloom. Our culture is built on a simple “The Foundation” philosophy: **When we invest in you, you invest in us.**

JOB TITLE: Account Coordinator, Ground Maintenance

DEPARTMENT: Estimating & Design

REPORTS TO: Business Development Manager

[APPLY HERE](#)

SUMMARY: The Account Coordinator, Ground Maintenance supports the administration and coordination of commercial and residential maintenance accounts. This role assists with client communication, service scheduling, contract administration, billing setup, and data management within Aspire to support efficient service delivery. Working closely with Account Managers and field teams, the Coordinator helps ensure services are delivered on schedule, within scope, and aligned with company quality standards. The position requires strong organization, attention to detail, and the ability to manage multiple priorities in a fast-paced, seasonal environment.

DUTIES AND RESPONSIBILITIES:

1. Business Support & Growth

- Assist Senior Account Managers in preparation and submission of data backed, high-precision, professional proposals and estimates.
- Monitor site performance and account analytics to ensure both professional service delivery and strict adherence to margin health.
- Identify site enhancements and long-term asset management opportunities to provide added value to current accounts.
- Identify and execute upselling and cross-selling strategies to expand existing client relationships.
- Research, qualify and pursue high-value prospects and leads, focusing on long-term organizational growth.

2. Client & Administrative Support

- Provide day-to-day support for client communications, responding to routine inquiries and escalating issues as required.
- Maintain professional and responsive communication with clients and internal teams.

- Assist with maintaining frontline phone system (Voice) processes and call routing.
- Support client check-ins, documentation, and service follow-ups.

3. Account Administration & Contract Support

- Assist with managing client accounts, ensuring service details and schedules are accurately documented.
- Support contract renewals, proposal preparation, and service documentation.
- Set up and maintain client records, properties, billing schedules, and service data within Aspire.
- Assist with service take-offs and scope preparation for summer and winter maintenance programs.
- Support billing coordination and administrative account setup.

4. Operations Coordination

- Coordinate with field crews and operations leaders to confirm schedules, service updates, and job completion tracking.
- Assist with scheduling adjustments and resource coordination as directed.
- Monitor service completion reports and ensure accurate system updates.
- Support internal process improvements and operational workflow consistency.

5. Health, Safety & Compliance

- Follow company safety policies and procedures.
- Support documentation and compliance tracking as required.
- Promote awareness of safe work practices in communications and coordination activities.

QUALIFICATIONS:

- **Experience:** At least two (2) years of experience in landscaping, grounds maintenance, construction administration, or account coordination preferred.
 - Experience in a service-based or operational environment is an asset.
 - Exposure to seasonal operations or field service coordination preferred.
- **Education & Certification:** Post-secondary education in Business Administration, Project Coordination, Landscaping, Horticulture, or a related field is an asset.
 - Industry-related certifications are considered an asset.
- **Regulatory Knowledge:** General awareness of health and safety practices within construction or landscaping environments is an asset.
- **Systems & Technical Experience:** Experience with Aspire or similar CRM/project management software preferred.
 - Familiar with online and onsite quantity takeoffs.

- Proficiency with Google Workspace or Microsoft Office.
- Strong administrative and data management skills.

COMPETENCIES:

- **Client Communication & Service Support:** Professional communication skills with a strong focus on responsiveness and accuracy.
- **Organization & Coordination:** Ability to manage multiple tasks, maintain detailed records, and support high-volume workflows.
- **Ownership & Reliability:** Self-motivated with strong follow-through and accountability.
- **Problem Solving & Attention to Detail:** Identifies issues early and supports practical, solutions-focused outcomes.
- **Team Collaboration:** Works effectively with Account Managers, operations teams, and field staff.
- **Technology & Systems Proficiency:** Comfortable using Aspire, CRM tools, and digital communication platforms.
- **Adaptability & Safety Awareness:** Thrives in a fast-paced, seasonal environment with a commitment to safety and quality.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Combination of office-based work and occasional site visits to commercial and residential properties.
- Requires walking job sites and working outdoors in varying Alberta weather conditions.
- Frequent use of computers, phones, tablets, and project management software.
- Fast-paced, deadline-driven environment with seasonal workload fluctuations.
- Valid driver's license required; occasional travel between client locations.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.