

Job Description for: Branch Manager

Summary:

Manage the day-to-day operations, responsibilities, and personnel of the branch in accordance with company policy and procedures. As part of the Company's sales leadership team, the Branch Manager will own the business development for the territory, and will implement strategies to grow market share and drive operational and service excellence while ensuring store profitability. Provide business and team leadership to the Branch's personnel, manage performance and development. Provide excellent customer service, add-on and up-selling, and solve customer challenges. Ensure collection of accounts receivable. Perform all job responsibilities in a safe, efficient and ethical manner.

Essential Duties and Responsibilities:

- Direct all work performed in the branch and supervise all areas of operation. Assign duties, ensure completion.
- Direct and coordinate counter and outside sales efforts. Assist in account development.
- Develop and maintain strategies to pursue and grow business on an ongoing basis. Stay abreast of development, building, etc. in the community and surrounding areas, contacting contractors/developers etc. in pursuit of business. Partner with vendors and other strategic partners where needed in pursuit of profitable business.
- Set branch pricing and direct quotation activities. Keep computer price matrix current.
- Direct accounts receivable activities for branch. Ensure collection calls are made when necessary. Check credit, open new accounts.
- Provide customer assistance as needed. This will include over the counter, over the phone, in person – whatever is required.
- Direct warehouse operations. Maintain necessary inventory levels, order materials, route deliveries and pickups.
- Maintain contact and friendly relationships with customers and suppliers, building a favorable company image. Resolve problems and complaints as they arise.

- Participate/promote marketing strategies developed to enhance/promote sales and service.
- Ensure all branch functions are staffed as needed.
- Review daily reports, taking appropriate action as needed.
- Develop sales and expense budget for the branch operations.
- Continuously update product knowledge. Stay informed and educated as to product inventory and applicability. Understand product applications and help customers in their selections. Know location of merchandise in warehouse
- Ensure cycle counts are done daily.
- Maintain branch security, opening and closing of branch, oversee cash deposits.
- Conduct self in a professional and ethical manner at all times. Treat external and internal customers and associates with courtesy and respect.
- Provide leadership and direction to all subordinates. Ensure their ongoing development through training and education, mentoring, coaching, counseling, delegation, and appropriate and ongoing feedback.
- Timely and effectively communicate the performance of branch personnel. Provide candid feedback, develop goals and discuss objectives.
- Assist in the recruiting and interviewing process of new employees.
- Complete and submit in a timely manner all necessary paperwork regarding personnel, accounting, etc.
- Become familiar with company policies. Ensure policies and procedures are communicated and followed.
- Ensure the safety of all employees, seeing that safety rules are followed, hazardous conditions are corrected, and equipment and vehicles are properly maintained.
- Ensure all associates receive appropriate/required safety training for forklifts, wire-cutting machines, etc. and appropriate/required vehicle/equipment inspections are completed regularly.
- Prepare for and assist in performance of year-end inventories for various branch locations.

- Attend scheduled branch manager's meetings.
- Be willing and able to perform any branch job function as needed.

Desired skills and abilities:

- Able to effectively juggle multiple tasks and responsibilities.
- Strong problem solving skills.
- Effective time management, organization skills.
- Effective people skills to deal with customers, owners, buyers, employees.
- Strong communication skills both verbal and written.
- Ability to exude professionalism, tact, diplomacy and sensitivity when dealing with customers, employees, internal associates at all levels.
- Capable of preserving confidential or sensitive information.
- Team player, able to work well under pressure.
- Proficient in technological resources to aid in effective presentation, follow-through and overall customer experience.

Physical Requirements:

- Regularly required to stand, sit, walk; use hands and arms to finger, handle, feel, reach or carry.
- Occasionally required climb, balance, stoop, kneel, crouch, or crawl.
- Frequently required to lift up to 25 lbs.
- Regularly required to lift up to 50 lbs.
- Occasionally required to lift up to 100 lbs.
- Must be able to safely tolerate heat in the summer and cold in the winter.
- Regularly required to talk and hear; read and identify numbers
- Regularly required to apply sound reasoning and logic in performing daily tasks.
- Required to be able to safely operate a forklift, pallet jack and/or wire-cutting machine.