



Job Description

Job Title: Branch Manager
Location: Vermillion, South Dakota, USA
Department: Service & Installation
Business Unit: Agriculture, Construction, Flatbed & Waste
Reports To: VP of Operations

SUMMARY

Run an efficient and profitable branch operation through productive staffing, customer retention, new customer sales, cost controls, achievement of objectives, and maintenance of records. Ensure that the daily inventory of team members' time is consistently sold to service customers. Controls and optimizes profit, productivity, and the utilization of personnel while maintaining the highest possible degree of customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Profit-Related

- Forecast goals and objectives for the branch and strive to meet them.
- Prepare and administer an annual operating budget for the branch.
- Ensure that all customers are given fair estimates on costs and time required for repairs and maintenance.
- Ensure that all customers are given fair and clear pricing for new products.
- Develop and implement a marketing plan which promotes new and repeat business.
- Represent Shur-Co, LLC at regional trade shows.
- Perform sales calls and actively pursues new business.
- Maintain reporting systems required by management.
- Monitor and control the performance of the branch using appropriate reports, tracking systems, and surveys.
- Understand and ensure compliance with manufacturer warranty and policy procedures.
- Prepare pricing guides for frequent labor operations.
- Participate in manager's meetings and conference calls.
- Other duties as assigned.

Productivity-Related

- Direct and schedule the activities of all branch team members.
- Maintain high-quality service repairs and installations while minimizing comebacks.
- Conduct periodic spot checks of completed jobs for thoroughness and quality. Understand, keeps abreast of, and comply with federal, state, and local regulations that affect branch operations, such as hazardous waste disposal, OSHA, employment law, etc.
- Ensure that customers' service and sales records are up-to-date and correctly entered into the corporate computer system.
- Monitor team members daily productivity reports and payroll records.
- Facilitate and/or conduct technical training and sends team members to appropriate training schools as needed.
- Monitor and follows up on part orders to ensure availability.

- Monitor and maintain a right-sized inventory to serve the customer's needs while minimizing inventory investment.
- Ensure that physical inventories are taken correctly and accurately.
- Ensure proper care, storage, use, and inventory of tools and equipment.
- Keep abreast of new equipment and tool needs and recommends appropriate purchases.
- Inform team members of time allowances for each repair or installation order.
- Account for all documents; ensures that none are missing and all are processed correctly.
- Ensure that all corporate bookkeeping and financial procedures are followed.
- Maintain a safe working environment.
- Ensure that monthly safety meetings are held and that appropriate records are kept.
- Maintain branch facilities (buildings and property) to protect Shur-Co LLC's corporate image.
- Make recommendations for product improvements with supporting data to justify the impact of proposed changes.

People-Related

- Hire, train, motivate, counsel, and monitor the performance of all branch team members.
- Perform timely team member evaluations.
- Uphold and enforce all company policies as stated in the employee handbook.
- Strive for harmony and teamwork within the branch and with all other Shur-Co, LLC business units.
- Handle customer complaints immediately and according to Shur-Co, LLC policies.
- Serve as a liaison with factory representatives.
- Establish and maintain good working relationships with customers to encourage repeat business and referral business.
- Hold bi-weekly branch meetings.
- Ensure that the work areas and customer waiting areas are kept clean and organized.
- Maintain a professional appearance.
- Other duties as assigned.

Attendance and dependability are essential job functions, you must report to work on time and accurately complete the daily duties assigned.

SUPERVISORY RESPONSIBILITIES

Manage 15 - 20 employees in production, installation, and administrative positions. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION AND/OR EXPERIENCE

Minimum of a two-year degree from a college or technical school preferred with one or more years of experience in retail or service-oriented business. Familiarity with tarp fabrication, tarp system installation, and standard office procedures preferred. An equivalent combination of experience, training, and education will be considered.

LANGUAGE SKILLS

- Ability to read, speak and understand English.

- Ability to read and interpret general business periodicals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from team members, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to work with mathematical concepts such as adding, subtracting, and dividing into all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percentages.
- Must be able to read and use a tape measure accurately.

PHYSICAL DEMANDS

While performing the duties of this position, the employee is regularly required to sit, stand and walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this position include close vision, distant vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and machines, chemical fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate. Occasional travel to external customer facilities or trade/farm shows is required, including occasional installation of Shur-Co products on customer vehicles.

(Reasonable accommodations may be made for individuals with disabilities to perform essential job functions.)