



XYZ WELDING SUPPLY

Position Profile

Title: **Branch Manager**

Incumbent:

Reports to: **Sales Director**

Incumbent Sign-off

Approved by: _____ Supervisor

Grade:

_____ Human Resources

Date Assigned: MM/DD/YYYY

_____ President

Revision Date:

I. OBJECTIVE:

Manage XYZ branch location activities including product distribution, warehousing, customer service and sales. Insure management results meet or exceed profit margin and other established incumbent XYZ goals and objectives.

II. RESPONSIBILITIES:

The essential functions of the position include but are not limited to the following:

A. Branch Operations

1. Oversee efficient routing and delivery of customer products according to location, need and urgency.
2. Monitor and insure completion of periodic vehicle maintenance. Oversee general building and grounds maintenance completion.
3. Supervise and assist with inside sales activities involving orders, pricing and overall customer service.
4. Maintain accurate and required cylinder and hard goods inventory. Interface with Purchasing on inventory or product ordering requirements.
5. Coordinate customer cylinder audits; resolve usage problems or discrepancies through effective negotiating and customer communications.
6. Provide product demonstrations for customers. Complete outside sales activities with designated customers; provide counsel and assistance on customer needs or product application issues.
7. Interface and follow-up with customers on accounts receivable issues.
8. Insure following of safe work practices and compliance with OSHA, DOT, etc. regulatory guidelines.
9. Assist with such other duties or responsibilities as may be assigned.

B. Management and Administration

1. Assign branch employees specific work objectives and job responsibilities. Effectively plan branch operations which insure optimal efficiency.
2. Complete the necessary recruiting and hiring of branch employees. Monitor employee job performance; provide necessary coaching, training, counseling and disciplinary action.
3. Insure compliance to established company policies, procedures and federal/state regulatory requirements.
4. Maintain timely and accurate feedback to employees regarding policy or procedure changes from headquarters office.
5. Prepare, monitor and insure conformance to annual budget; develop annual work plan, goals and objectives.
6. Provide overall management recommendations which enhance Branch efficiency and profitability.

III. REPORTS PREPARED:

- a. Special branch activities reports as requested by President, Director of Sales and Marketing, etc.

IV. INTERFACE:

- Internal:** Must positively interface at all levels including particular emphasis with purchasing, accounts receivable, and customer service.
- External:** Must maintain positive interface with the customer, vendors and suppliers, and government regulatory offices when required.

V. QUALIFICATIONS:

- Education:** Degree in business or related field. Knowledge of chemistry and advanced mathematical principles helpful.
- Experience:** Minimum 8 years progressively responsible experience in the areas of distribution management, operations or sales; background preferably acquired in a welding supplies business environment.

SPECIAL REQUIREMENTS:

1. Ability to effectively communicate verbally or in writing with internal XYZ staff, customers, safety compliance officials and other diverse outside parties.
2. As required, capable of completing a work schedule which may be before or beyond regular office hours.

3. Ability to read, analyze and interpret general business/trade journals, technical procedures or government regulations.
4. Ability to apply mathematical concepts such as fractions, percentages, ratios and proportions to practical situations. Understanding of profitability and return on investment.
5. Capable of managing goals, delegating responsibilities, monitoring progress and work objectives and providing feedback/performance evaluations to associates.
6. Ability to define problems, establish facts, draw valid conclusions and resolve branch problems.
7. Capable of traveling to customer locations for sales or service calls; ability to transport, set-up and demonstrate various welding equipment products.

VI. EQUIPMENT UTILIZED:

- a. Personal Computer
- b. Welding equipment used for demonstrations
- c. Usual office equipment – fax, copier, etc

VII. POSITION DEMANDS:

- a. Number of employees directly supervised: 5
- b. 1999 branch sales volume: \$1.8M

Note: XYZ retains the discretion to add or to change the duties of the position at any time

