

POSITION : BRANCH MANAGER

BRANCH: GEORGE

Scope:

The achievement of Sales and gross margin targets and manage expenses within budget. Manage efficient branch operations (i.e., Sales, Internal Sales, Logistics, Warehouse and Admin) by managing productivity targets and ensuring adherence to operating procedures. Build strong Customer relationships, customer centric front line and ensure consistent delivery of excellent Customer service across all departments.

Qualifications and Skills

- Grade 12
- 3-year qualification in Business Management or Commerce
- 3-5 years Sales and Operational Management preferably in the PPE industry at a Senior Management Level
- Fluent in Afrikaans
- Must be willing to travel
- Strong Leadership skills
- Organized with attention to detail
- A team player who works well with others
- Proactive nature
- Excellent Communication skills and interpersonal skills

Duties:

- Ensure achievement of profitability by managing margins and discounts
- Ensure the Company's ways of selling is adhered to by Sales Rep
- Monitor and manage expenditure within flexi budgeting (revenue and income achievement)
- Implement corrective action where targets are not achieved to ensure consistent profit growth of the branch
- Ensure goods received are checked, GRV'ed and put away daily
- Ensure accuracy of stock through daily cycle counts
- Ensure customer satisfaction by delivering in full and on time
- Achieve agreed Customer Service turnaround standards
- Ensure deliveries to Customers by the couriers are within agreed service standards
- Ensure the Warehouse operates within standard operating procedures
- Ensure all complaints and queries are resolved within SLA's e.g., logistics, pricing, returns and repairs
- Establish and build Customer relationships and take personal ownership of resolving complaints
- Drive usage of digital platform by promoting and implementing online transactions
- Manage head counts and overtime within agreed budgets
- Maintain effective leave planning and absenteeism management
- Facilitate training and development interventions
- Review performance in discussion with employees, agree ratings and set goals for new period
- Continuously communicate and provide constructive feedback and coaching to employees
- Take disciplinary action where required
- Develop formal succession planning for key positions
- Adhere to OHSA requirements e.g., training, safety reps, administration, meetings
- Ensure the protection and security of all company assets within policy and procedure
- Implement and ensure adherence to all internal controls.
- Compile meaningful and accurate management reports