General Manager

The achievement of Sales and gross margin targets and manage expenses within budget. Manage efficient branch operations (i.e., Sales, Call Centre, 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

Grade 12

3-year qualification in Business Management or Commerce

8-10 years Sales and Operational Management preferably in the PPE industry at a Senior

Management Level

Ensure achievement of profitability by managing margins and discounts

Ensure the company ways of selling is adhered to by Sales Reps

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

Monitor Customer service standards in the Call Centre /Internal Sales

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