

# Branch Manager

## **Job Summary:**

The Branch Manager will direct and supervise the staff and day-to-day operations in the assigned branch location, ensuring delivery of quality customer service and achievement of sales or productivity goals.

## ***Supervisory Responsibilities:***

- Hires and trains qualified candidates for entry-level roles.
- Oversees the day-to-day workflow of the branch.
- Conducts performance evaluations that are timely and constructive, providing recommendations for promotion and salary adjustment as appropriate.

## ***Duties/Responsibilities:***

- Collaborates with other branch and district managers to set reasonable sales and/or retail goals.
- Collaborates with district manager to set performance standards. Standards may be based on financial and operational goals and required compliance with internal, local, state, and federal policies, procedures, and regulations.
- Conducts regular staff meetings to ensure that goals and objectives are clearly communicated with branch staff; provides guidance and leadership to enable staff to meet these goals and objectives.
- Identifies training needs and opportunities; develops and implements a plan for meeting those needs.
- Maintains and develops positive relationships with existing and prospective clients, demonstrating excellent customer service and setting an example for other staff.
- Participates in community activities to promote the organization and to build goodwill.
- Collaborates with other managers and district managers regarding advertising, marketing, and growth campaigns.
- Assists with start-up, development, and growth of new branches as needed.
- Performs other related duties as assigned.

## ***Required Skills/Abilities:***

- Excellent leadership and management skills.
- Excellent sales, customer service, and interpersonal skills.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Ability to prioritize tasks, delegating when appropriate.
- Proficient with Microsoft Office Suite or related software.

## ***Education and Experience:***

- Associates degree and equivalent industry experience required. Bachelors degree preferred.
- At least three years of experience in the branch with at least one year as an assistant branch manager highly preferred.

## ***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.