



## Branch Manager Job Description

The Branch manager is responsible for the day-to-day operations within their branch, this includes operations, client retention and safety. Provides a superior level of customer relations and promotes sales and service to our external clients, guidance and staff motivation. Review profit loss statement and branch sales goals through new business. Provides leadership, training and supervision, delegate's day to day operations to the appropriate individuals. The Branch Manager reports/communicates to the VP of Maintenance on a regular basis.

### JOB DESCRIPTION:

#### Essential Functions

- Develop long-term relationships and communicate on a regular basis with clients
- Inspect client properties to monitor performance and overall job quality
- Ensure client retention and contract renewals are main focus
- Understand and work with accounting to ensure the branch is profitable
- Monitor branch safety record and implement methods to improve safe workplace practices
- Monitor, mentor and lead your team and help train supervisors training in the field
- Communicate with, counsel, train, discipline, review, and develop growth plan(s) for employees
- Implement and enforce policies and procedures as issued by Caretaker
- Utilizes safe work practices and follows directives, policies and procedures for assisting and maintaining a healthy and safe work environment
- Work with business development to ensure branch goals are being achieved
- Identify prospects to meet sales goals and communicate to business development
- Understand and be able to accurately estimate jobs
- Ensure proper paperwork is completed for all employees and turned in to accounting in a timely manor
- Formulate reports concerning such areas as work progress, costs and scheduling
- Identify, report, and assist with business process issues
- Ensure data is current and accurately reported to the Executive Team
- Other duties as assigned by management

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
- Customer service—the individual manages difficult client/customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments.



- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Quality control—the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- Quantity—meets productivity standards and completes work in a timely manner.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.