Job Description

Job Title: Branch Manager
Reports To: VP Sales or District Manager
FLSA Status: Exempt
Prepared Date: June 19, 2019

SUMMARY: The primary function of the Branch Manager is to direct all branch activities and to ensure that the business objectives for the branch are achieved in the most efficient and cost-effective manner. The Branch Manager is accountable for branch sales, gross profit, contribution margin objectives, controlling expenses, asset management, and maximizing the profitability of the branch.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Directs all branch activities in accordance with established policies and objectives and ensures that business objectives for the branch are achieved in the most efficient and cost-effective manner.
- Develops and implements quarterly and annual branch business and sales plans. Regularly evaluates achievement of sales plans and reports on branch sales, gross profit, contribution margin objectives and asset management
- Establishes volume and profit objectives for the branch in accordance with budgets.
- Works with Corporate management to establish an operating budget for the branch and strives to maintain costs within that budget.
- Recruits, hires, coaches and develops employees as well as ensures that personnel are delegated adequate authority to carry out their responsibilities and objectives, but that limitations of their authority are defined and clearly communicated.
- Creates and maintains a safe work environment. The branch facility must be kept in a clean and organized manner so as to reduce or eliminate obstacles and thereby creating a safe and accident free environment. The Branch Manager must be aware of and fully understand all safety rules and procedures as directed by the company. The Branch Manager ensures that all branch employees follow all safety rules and procedures and are properly trained to conduct their job in the safest manner possible. The Branch Manager will answer to the safety director regarding all aspects of the company safety program.
- Develops and maintains harmonious customer, potential customer, vendor relationships, and healthy “team” oriented relationships with employees.
- Ensures communication of and compliance with all company human resource policies and procedures.
- Maintain and/or implement sales strategies to achieve budgeted goals among various product groups as outlined in the company 3 year strategic plan.
- Implements marketing plans and business plans to develop and grow branch sales as well as develops and recommends specific sales and marketing objectives for branch products.

- Coaches and counsels sales personnel to effectively manage account assignments.
- Keeps up to date and educated on market and industry trends as well as assesses the current market to determine potential for new products and services, current market conditions and the effects of current and potential competitors.
- Works with the credit manager in the collection of accounts receivable and adherence to the company's credit policy.
- Other duties as assigned, including the general oversight and management of the Branch Task List.

SUPERVISORY RESPONSIBILITIES: Directly supervises and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **EDUCATION and/or EXPERIENCE:**

- Three years' sales and management experience with a wholesale organization selling HVAC products and services within the construction industry. Thorough knowledge of the HVAC supply business.
- High School diploma or Two-year technical degree or more preferred.
- Qualified applicants must be customer oriented and motivated with excellent oral and written communication skills.
- Strong leadership, problem solving and organizational skills and ability to prioritize and manage multiple tasks under time constraints and deadlines.
- Proven sales, marketing, leadership and business management skills.

LANGUAGE SKILLS: Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization. Ability to effectively communicate with customers and staff to make an accurate assessment of customer and branch needs.

MATHEMATICAL SKILLS: Ability to verify and calculate figures such as cost, commissions, credit, rebate and profit, understand and interpret financial data and reports and balance sheets.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or schedule form. Ability to use sound judgment and problem solving skills to analyze customer, branch and employee problems and to recommend the proper course of action. Ability to organize and prioritize job projects and requirements.

COMPUTER SKILLS: Comfortable working with computers; both windows based and on the network system.

- Must possess basic Word and Excel skills.
- Must thoroughly understand and be able to navigate through all accessible areas of the Harris Data System.
- Must be familiar with all areas of the Hercules intranet site (HercWorld) and all available tools within the site.
- Must be able to effectively use the internet to research product or industry data and information.

ATTENDANCE DEMANDS: The attendance demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must ensure the branch is properly staffed for operating hours of: Monday through Friday 7:30 A.M. to 5:00 P.M. or within normal business hours as established by management. The employee may be required to travel to different locations. Employee may be required to work overtime, and occasional Saturday's and Sunday's.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands, handle, or feel; required to speak, read and hear English. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- This is a high stress and fast paced environment.

DISCLAIMER: *The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*

We are an affirmative action employer. Age 40 and over, color, disability, gender identity, genetic information, military or veteran status, national origin, race, religion, sex, sexual orientation or any other applicable status protected by state or local law, are not taken into account in any employment decision.