

Branch Manager

Job Description

The overall purpose of this position is to develop and implement all aspects of day to day running of the Blenheim Branch. This position is responsible for driving excellence in customer service including sales management, general after sales support services, warehousing and distribution.

Your proven experience in customer service strategy will assist you to continue the high level of customer service expected.

The position also provides day to day operational support for the business and in most cases, will be the first point of contact for the sales and operational staff in Blenheim. Your experience in managing internal and external sales will assist you in developing existing relationships to increase sales and find potential clients. You will be responsible for ensuring the functional deliverables are working to a high standard including order management and order tracking.

Responsibilities

- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Meet goals
- Manage budget and allocate funds appropriately
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with other branches and head office on effective practices, competitive intelligence, business opportunities and needs
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Stay abreast of competing markets and provide reports on market movement and penetration

Requirements

- Proven branch management experience or similar role
- Sufficient knowledge of modern management techniques and best practises
- Ability to meet sales targets and production goals
- Familiarity with industry's rules and regulations
- Excellent organisational skills



- Results driven and customer focused
- Leadership and human resources management skills
- Understanding and implementation of company policies.

Roofline Marlborough, is part of the ER Freeman Group Ltd of roofing companies. Established in 1969, the group has a proud history of providing quality roofing products through eight branches located in the South Island and Lower North Island.

We are seeking a Branch Manager to help continue the growth in Blenheim, while developing your career within the company.

You will be reporting to the General Manager, and will be a 'hands-on' professional with a proven record in customer service. You will have a demonstrated ability to manage, develop and lead a results-oriented team.

You will be responsible for the continued development of your team.

You will be a confident person with strong leadership skills that has the ability to inspire and motivate people. You will be proactive in the development of our customer base, creating and maintaining strong working relationship.

You will be enthusiastic, highly organised and willing to travel throughout the surrounding area, sustainably growing sales profitably.

- An extensive background in relationship building with internal and external stakeholders
- Demonstrated direct sales experience
- Excellent communication and customer service skills
- Ability to lead and motivate staff
- Proven experience creating a high performing and positive culture

Rewards

- An attractive salary
- Fully maintained vehicle, mobile phone
- All tools, safety equipment etc supplied
- Learning and Development

If you think that you will be able to fulfill this role, and be able to add your flair, we would love to hear from you.

Only completed applications will be considered