

JOB DESCRIPTION

BRANCH MANAGER

Position Summary

All members of the Kenroc team will demonstrate respect and ethical conduct, will work safely, provide excellent customer service and will work with the team to support superior performance in the achievement of both individual and company goals.

Reporting to the Regional / General Manager, the Branch Manager is responsible for branch level business management duties, including maintaining strong relationships with customers to ensure profitable sales. This role is responsible for managing branch level employees and providing direct supervision and training as required. The Branch Manager will demonstrate effective leadership in alignment with Kenroc's vision and values.

Key Responsibilities

- Understands and ensures consistent compliance with company policy, procedures, and safe work practices.
- Accountable for achieving branch sales/profit goals in conjunction with the Regional / General Manager
- Develops and maintains customer relationships within assigned territory.
- Assists with the hiring of new employees and ensures past/present employee records are accurate, complete, filed and forwarded promptly.
- Manages and monitors staff regarding their productivity, goals, and objectives
- Ensures inventory count, purchasing and receiving is completed correctly and regularly.
- Gathers competitor/industry information to ensure products are competitively priced
- Ensures customer concerns and desires are handled efficiently.
- Provides leadership and product knowledge to ensure proper customer service.
- Assists the Regional / General Manager with developing and implementing marketing programs.
- Schedules and co-ordinates contractor functions and attends networking events as required.

As a member of the Kenroc team, employees may be requested to contribute to duties outside of the role's main scope of responsibilities as per required qualifications, licensing, and safety certifications.

Skills & Qualifications

- 2 years of post-secondary studies or equivalent knowledge base
- 5+ years of sales and or industry experience
- Direct line management experience
- Business administration, accounting, sales, customer service, time management, team management education or training seen as an asset

Competencies

- Strong communication and interpersonal skills to effectively interact with employees, customers, suppliers, and other stakeholders.
- The ability to work collaboratively within a team, as well as independently without supervision.
- Willingness to embrace change, adapt to new technologies and processes, and drive continuous improvement.
- In-depth knowledge of the industry, including product knowledge, market trends, and competitor analysis.
- Ability to lead and motivate a team, set clear goals, and provide guidance and support to achieve them.
- Be a strong problem solver and make quick decisions for the betterment of the Company and the customer.
- Strong operational management skills, including the ability to optimize processes, manage inventory effectively, and ensure timely and accurate order fulfillment.
- Proficient in Microsoft Office Suite and possess strong organizational skills.

Pre-employment Conditions

- Consent to and pass a pre-employment drug test (Policy C-14 Substance and Alcohol Abuse Prevention).
- Consent to and pass a satisfactory (soft) Credit Record Check.
- Execution of a Non-Disclosure, Non-Use, and Non-Solicit Agreement.
- Must hold a valid driver's license and be legally able to operate a class 5 vehicle in Canada.