

**Branch Manager**  
**Construction Materials & Supplies - Wholesale Distributor & Retailer**  
**Belleville (Ontario)**

(File Reference: BRM-2018)

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On behalf of our Client, a successful Construction Industry supplier and consumer retailer, we are pleased to be conducting a search for a **Branch Manager**. This is a permanent, full-time position.

Reporting to the Vice President, the Branch Manager is responsible for the day-to-day operation and management of the company's Belleville Branch.

**KEY PERFORMANCE MEASURES:**

- 1) Contribution to individual and Branch Sales Objectives/Targets.
- 2) Minimized Shrinkage loss (stock loss or cash loss)
- 3) Effective use of staff & other company resources
- 4) Minimized Customer complaints and disputes.
- 5) Timely and effective resolution of customer complaints and disputes
- 6) Development and maintenance of the Branch Sales and Customer Service Team(s)
- 7) Contribution to company morale and operational effectiveness.
- 8) Positive attendance record and punctuality

**DUTIES INCLUDE:**

- 1) Ensure that you and your team provide excellent customer service by ensuring customers are acknowledged, customer project needs are met, complaints are resolved, service is quick & efficient, and the branch is properly stocked and maintained.
- 2) Oversee all Branch activities ensuring that goals are properly communicated and achieved as well as participate in development of organizational goals
- 3) Participate in community events to ensure Company's continued community presence.
- 4) Liaise with Shipping Manager to ensure that customer needs and timelines are achieved.
- 5) Ensure that cash management procedures are secure and adequate, participate in preparation of annual and interim budgets in relation to retail activities.
- 6) Ensure that entire facility is sufficiently protected and safe, respond to security alarms, fire alarms, system or equipment failures, or other incidents which may arise after hours.
- 7) Evaluate retail programs, recommending modifications where such are needed to attain desired returns.

- 8) Schedule staff and verify attendance and employee hours as submitted for payroll. Manage and facilitate vacation scheduling.
- 9) Coach, train and develop staff by providing formal and informal job-based feedback.
- 10) Ensure fair and equal treatment of all employees and act as a facilitator in disputes to achieve a fair and reasonable outcome.
- 11) Assist with store merchandising, create display plans and high visibility of key product groups, including marketing and promotional activities to increase sales, market share and community exposure.
- 12) Ensure compliance with all company policies and procedures including, but not limited to, merchandise returns, loss prevention, Employment Standards, and Occupational Health & Safety.
- 13) Process sales/return invoices and accept/disburse cash, cheque, credit card and debit payments.
- 14) Estimate or quote quantities, prices, credit terms, warranties and delivery dates.

Must maintain a professional appearance and provide a positive company image to the public.

**EXPERIENCE & QUALIFICATIONS**

- 5 years + of branch management experience.
- Must have demonstrated problem solving abilities.
- Must be confident, persistent, adaptable and possess solid sales and negotiation skills.
- Must have a high comfort level in working within a MS Windows based computer environment and strong keyboarding skills.
- Demonstrated initiative, good judgment, integrity and stability in executing duties.
- Must have excellent interpersonal and communication skills to effectively interact with customers, vendors, employees and management.

Our Client offers competitive total compensation including very competitive salary / incentives wage, group benefits, and the opportunity for career development over the long-term for well qualified and motivated candidates.

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*For further position details and consideration, highly qualified Candidates are invited to submit their resume information in confidence to (please quote the File Reference number above):*

**Recruiting Manager**

**SHRP Limited | [www.savinohrp.ca](http://www.savinohrp.ca)**

[hr@savinohrp.ca](mailto:hr@savinohrp.ca)

*All Applications treated confidentially. While we appreciate all applications, we can only contact those individuals selected for interview.*

***We are committed to providing accommodation for persons with disabilities.***

*Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).*

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