

POSITION: SEATTLE BRANCH MANAGER

BASIC FUNCTIONS:

- PRIMARY: To manage all aspects of Branch Sales and Operations including accounting of Grand & Benedicts, Inc. in a profitable manner.
- SECONDARY: To support the Director of Sales in general, as needed.

REPORTING:

The SEATTLE BRANCH MANAGER reports directly to the Director of Sales.
The following positions report directly to the SEATTLE BRANCH MANAGER:

- Seattle Sales Coordinators
- Seattle Warehouse Employee(s)

AUTHORITIES: The following are granted to the SEATTLE BRANCH MANAGER:

1. To exercise the responsibilities, and perform the duties, of this position. This includes full decision-making authority for all responsibilities and duties managed, within the guidelines provided by the company's Employee Manual and Operations Manual.
2. To hire, discipline and terminate staff in the direct reporting relationship provided that these actions are within established company policy and budgets.
3. To make purchases within the scope of the departmental budget. The Director of Sales approval is needed for purchases of over \$1,500.
4. To rate the performance of and establish compensation rates for subordinates in compliance with established departmental budgets.
5. To delegate this position's duties to subordinates as warranted by circumstances.

PRINCIPAL DUTIES: In addition to performing the duties of subordinates when necessary, the SEATTLE BRANCH MANAGER:

1. Develops or hires qualified personnel to successfully meet the objectives of the Branch and maintain compliance with established organization chart(s).
2. Forecasts and budgets the sales and costs for the Seattle Branch.
3. Allocates fiscal resources for areas of responsibility.
4. Trains direct reporting employees in all aspects of their jobs.
5. Oversees all inside sales activities to ensure that orders are entered, filed and priced properly.
6. Monitors phone use and evaluate phone system effectiveness.
7. Reviews orders taken by Branch Sales Staff.
8. Identifies customers that can accept early shipment of goods when necessary for the company to meet monthly sales goals.
9. Maintains personal involvement in communicating Sales Coordination competitive program(s) results to the employees.
10. Makes certain that customer complaints and claims are properly handled.
11. Protects the integrity of all sales data and information.
12. Promotes the company in the community and marketplace.
13. Works closely with the Inventory Controller to manage stock levels, reorder points, branch transfers and inventory discrepancies.
14. Provides technical product application information to staff and to customers.
15. Participates in continuing education to improve existing skills and develop new skills that will enable more effective leadership.
16. Improves interpersonal and resource management skills of Inside Sales personnel.
17. Attends monthly Sales Mgr. Meetings, MAC meeting, and other meetings as requested.
18. Provides special reports to management as requested.

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19. Maintains Daily Log of cash receipts and faxes to Portland Office.
20. Prepares deposit of cash receipts, deposits into bank account.
21. Analyzes labor and material cost variances to improve production and handling.
22. Oversees all warehouse operations, directly supervising warehouse personnel, drivers and shipping-receiving personnel
23. Ascertains that merchandise is received and stored in an efficient and economical manner, and maintains required records in conformance with company policy.
24. Assumes responsibility for proper routing, loading and preparing orders for shipment and delivery in accordance with customer instructions.
25. Supervises all activity in outbound shipments and receiving of merchandise at the dock or receiving area.
26. Supervises and schedules maintenance of store equipment and maintains a preventative maintenance program.
27. May specify and recommend purchases of warehouse equipment; keeps abreast of new warehousing methods.
28. Assumes responsibility for safety, security and maintenance of the facility and the material and equipment it contains.
29. Keeps required records; writes bills-of-lading and other reports as required.
30. Ascertains that OSHA standards are observed; maintains a safety and fire prevention program.
31. Assists Inventory Control Coordinator in performing cycle counts and annual inventory.
32. Meet weekly with the Director of Sales.
33. Other duties as assigned by the Director of Sales.

RESPONSIBILITIES: The SEATTLE BRANCH MANAGER is responsible for the following:

1. Adhering to the codes of the company's Employee Manual.
2. Maintaining a constructive environment at work. This includes conducting Annual Performance Evaluations of all personnel under direct, primary reporting supervision, on a fair basis.
3. Developing and adhering to written Standard Operating Procedures for all aspects of this position.
4. Developing and adhering to departmental operating guidelines.
5. Making staffing decisions, from both a quantity and quality standpoint. Interviewing, evaluating, hiring, training, motivating, supervising, and disciplining all personnel under direct supervision.
6. Providing insightful and enthusiastic teamwork and leadership that generally creates positive attitudes and builds supportive morale.
7. Maintaining open communications and a harmonious working relationship with all personnel, but in particular with those involved in a reporting relationship. This includes attending and leading departmental meetings, as well as resolving interdepartmental conflicts.
8. Conducting all operations within established budgets.
9. Using and submitting all forms and reports in a complete, accurate and timely basis. This includes respecting and maintaining proper filing systems.
10. Ensuring your work areas are clean and presentable to customers and other visitors.
11. Maintaining all external relationships consistent with the objectives, operating philosophy, and desired image of the company, re: customer, public, vendor and community relations.
12. Maintaining confidentiality on all corporate subjects so classified.

PERFORMANCE REQUIREMENTS: The following are required of the SEATTLE BRANCH MANAGER:

1. To meet or beat all budgets, time schedules, and performance evaluation goals at least 95% of the time, without sacrificing quality or safety.

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2. Special Reports: All periodic reports such as monthly and quarterly analysis of sales by customer, and service line are performed and analyzed
3. Sales Policies: All approved corporate policies regarding sales are implemented and enforced at the Branch Location.
4. Goals and Objectives: Goals and Objectives for short and long term planning are established and implemented and then reviewed at least once each twelve months and, monitored at least quarterly.
5. Communications:
 - Attend regular management meetings for upper management personnel and participate as required by the Chief Executive Officer; and
 - All employees of the Seattle Store are regularly solicited for their suggestions for improvements in the operations of the company; and
 - Communication with all employees is kept so as to encourage employee feedback on critical issues facing the company.
6. Personnel:
 - All personnel reporting to him/her have a current (within the last year) performance evaluation in which the overall rating is satisfactory or better; and contain an ACTION PLAN FOR PERFORMANCE IMPROVEMENT; and
 - All key employee job descriptions have been reviewed and updated at least once, if needed, during the past twelve months; and
 - All major employee grievances brought to his/her attention have been resolved or are in the process of being resolved.

EDUCATION/QUALIFICATIONS: The SEATTLE BRANCH MANAGER should possess the following:

1. High school diploma or GED required. Bachelor's degree in management or related field preferred.
2. 3+ years related experience in sales or customer service required.
3. 3+ years of successful business management experience required.
4. 3+ years of supervisory experience required.
5. Knowledge of store fixtures a plus.
6. Ability to learn quickly and manage multiple priorities.
7. Work well independently as well as within a team.
8. Excellent written and verbal communications skills and demonstrated ability to interact effectively with management, customers, and team members.
9. Proficient in Word, Excel, Outlook.