

Branch Manager

Patene Building Supplies Ltd. - Barrie, ON

Description:

Patene Building Supplies Limited is a distributor of drywall, steel framing components, insulation, acoustic ceilings, shingles and other building materials for the residential and commercial construction industries. We have fifteen (15) branch locations throughout Ontario & Manitoba to serve our customer base of contractors, builders and retail customers.

We are currently seeking a Branch Manager for our Barrie branch.

The Branch Manager is responsible for the overall performance of the branch, including supervision of Inside and Outside Representatives, Shipper, Forklift and Truck Drivers, Yard Personnel and Administrative Personnel.

In order to ensure a profitable, healthy branch, the Branch Manager must manage all functions of the branch including sales, shipping, inventory, credit and personnel. Accordingly, the relationship to Key Result Areas is critical.

Relationship to Key Result Areas:

Sales

- Assist sales staff to develop and maintain customers
- Maximize profitable sales and maintain the highest service levels
- Monitor overall customer satisfaction
- Ensure that all branch personnel have adequate product knowledge
- Maintain regular contact with all major branch customers
- Verify and monitor all competitive market conditions to maintain market share and profitability

Service & Customer Retention

- Ensure adequate inventory levels, timely & efficient customer service
- Maintain competitive pricing & service
- Hire, train and manage employees
- Create a customer service atmosphere

Inventory Management

- Develop a branch inventory plan following company policies and strategy
- Monitor inventory levels and ensure that optimal levels are maintained
- Ensure an efficient yard operation pertaining to cleanliness, safety, inventory turns, breakage, storage, quality control and security

Accounts Receivable Management

- Monitor and collect branch accounts receivables.
- Ensure that credit applications are complete to facilitate credit granting.
- Mediate customer disputes to resolve and prevent accounts receivable problems.

Safety

- Provide direction to branch employees to ensure that safety is a priority and all company policies and government regulations are adhered to.

Specific Duties

- Review problem inventories (overstocks, obsoletes, old stock) and develop action plans with outside sales personnel to address problems.
- Direct and develop branch sales personnel.
- Manage a productive shipping department.
- Daily communication with traffic manager to ensure proper inventory levels, staffing and timely deliveries.
- Ensure that all branch transactions are properly documented and submitted to Head Office in a timely fashion.
- Chair regular sales meetings to monitor progress.
- Verify and evaluate market share information received through salesmen and customer's feedback.
- Monitor sales department activities by customer, volume, profitability, time management, cross-selling, prospecting and effectiveness.
- Monitor all new business opportunities.
- Ongoing communication of pricing problems with the Regional Manager.
- Ensure credit applications are properly filled out by staff.
- Ensure monthly safety meetings are held and appropriate minutes circulated.
- Ensure that branch showrooms are merchandised according to company directives.
- Ensure all customer complaints are followed up satisfactorily.
- Ensure all incident reports and Worker's Compensation forms are completed as required.
- Representation of branch at trade shows where deemed appropriate as well as attendance and membership in appropriate trade associations.
- Implement advertising in local media which should be coordinated through Marketing/Purchasing Manager.
- Monitor safe and effective working conditions and work practices for the branch.
- Encourage co-operation and communication between all Patene branches.
- Responsible for performance evaluations of branch staff.
- In conjunction with Regional Manager, responsible for recruiting/hiring and termination of salaried personnel in the branch.
- Other duties as assigned.

This position offers competitive wages including health and dental benefits, life insurance and an RRSP plan upon completion of the applicable waiting periods.

We invite qualified candidates to apply online or respond in writing with cover letter & resume to:

Patene Building Supplies Limited

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Job Type: Full-time