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**PTDA Bearings & Power Transmission, Inc.**

**One Sprocket Lane**

**Reducer Springs, Michigan 48000**

**PT/MC Job Description**

**Branch Operations Manager - Exempt**

**Reports to: President/Vice President**

**Job Summary:**

The branch operations manager will oversee all operations of the store. This includes, but is not limited to, sales, accounting, inventory, marketing, personnel, warehouse and vehicle maintenance. Is also responsible for all other aspects of running a branch/store, including, but not limited to, customer service, order picking, order entry, facilities safety, shipping and receiving and shelving.

**Job Functions:**

* Manages all aspects of the store inventory, including customer returns and returns to vendors and ensures appropriate inventory level is maintained at all times.
* Oversees the sales function (both inside and outside sales) and when necessary participates in selling.
* Oversees all branch/store staff, including providing positive feedback and discussing any issues that need to be resolved.
* Assures there is adequate staff and inventory to maintain a successful branch.
* Oversees the daily delivery process to maintain customer satisfaction.
* Oversees the vehicle maintenance process to assure all vehicles are clean and safe.
* Able to fill in for all store positions in the event of illness, vacation or open position.
* Assure that 3rd party software is current and properly interfaces with ERP inventory system.
* On a monthly basis reviews sales, returns, marketing efforts and profitability of the branch/store.
* Handle problem resolution on any delivery errors or customer complaints.
* Performs other duties as needed to assure the smooth running of the branch/store.

**Skills Needed:**

* Employee management skills including providing direction, listening, and providing constructive feedback. Able to assess the value of current and potential staff.
* Ability to solve problems, quickly and effectively.
* Effective written and verbal communication skills.
* Background in sales, marketing, customer service, accounting and computer hardware/software.
* Basic computer skills

**Education Required:**

* High school diploma or GED
* Five (5) years experience in similar position
* Prior management experience

**Other:**

* Must have Transportation Worker Identification Credential (TWIC) Card or similar documentation
* Must be able to stand for prolonged periods (>1 hour) without sitting
* Must be able to lift products up to 75 lbs. without assistance
* Available during normal working hours of 7:30 am – 4:30 pm
* Able to be called on after hours in case of emergency or lack of personnel

**EEO Statement:**

PTDA Bearings & Power Transmission, Inc. provides equal employment opportunities to all. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, or any other characteristic protected by federal, state or local laws.