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

**One Sprocket Lane**

**Reducer Springs, Michigan 48000**

**PT/MC Job Description**

**Branch Manager (also Service Center Manager, Branch Operations Manager, Branch Sales Manager) - Exempt Position**

**Reports to:** Regional Sales Manager or Vice President

**Job Summary:**

The Branch Manager is responsible for all branch operations, including sales, customer service, and staff. In some organizations, a Branch Sales Manager and a Branch Operations Manager may co-exist. In those cases, the Branch Sales Manager would be responsible for all pro-active sales including overseeing all sales staff, ensuring branch profitability, and overseeing the Branch Operations Manager. With those organizations, the Branch Operations Manager would then be responsible for all other branch operations, including customer service and the management of non-sales staff. The Branch Manager acts as the “problem solver” for assigned branch customers and branch employees.The position ensures that branch personnel are supporting the company’s target vendors.

**Job Functions:**

* Develops relationships with and gets to know customer needs in an effort to provide excellent understanding of the customer’s issues.
* Assures that customer needs are taken care of in a timely and professional manner and if there are any issues, these are addressed quickly and to the customer’s satisfaction.
* Manages all aspects of sales within the particular branch office.
* Performs duties as a Senior Account Manager for various customers.
* Coordinates the running of daily branch activities.
* Supervises the daily activities of outside sales representatives.
* Delivers annual performance reviews to all branch personnel.
* Provides direct training and coordinates vendor training with all branch personnel.
* Ensure that the branch meets or exceeds any Corporate performance metrics related to sales, gross margin, profitability, customer service, or staff.
* Works closely with inside sales to manage customer accounts effectively.
* Ensures that all branch processes are performed in accordance to quality standards and that continual operational efficiencies are realized.
* Coordinates customer deliveries to ensure that customers receive orders by the promise date.
* Able to work remotely when needed limited to 2 days per week.
* Performs other duties as requested by management.

**Skills Needed:**

* Strong verbal skills, both face-to-face and when utilizing phone
* Effective written communicator (email/text)
* Strong organizational skills
* Math skills including algebra
* Team-builder

**Education/Experience Required:**

* Minimum of two year associates degree (bachelors preferred)
* Prefer at least two years of customer service and/or field sales experience
* Previous management work experience (in the industry preferred) required

**Other:**

* May travel locally (within 75 miles) to visit with customers
* Physical Demands –Able to drive long stretches of time and be able to lift up to 70lbs.
* Position is full-time and typically Monday – Friday but must be available 24/7/365 to customers and employees.

**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 characteristics protected by federal, state or local laws.