



WAGNER RENTS

Job Description

JOB TITLE: Branch Manager
DEPARTMENT: Wagner Rents
REPORTS TO: Regional Operations Manager

Job Code: 032

Full Time **Supervisory** **Exempt**
Part Time **Non-Supervisory** **Non-exempt**

POSITION SUMMARY

The Branch Manager is responsible for the efficient and profitable operation of the assigned branch. This position is expected to advise and make recommendations to the Regional Operations Manager with respect to the best interests of the company. Duties include all areas of running an independent business: personnel management, budget establishment and compliance, policy enforcement, and operations effectiveness.

Direct Reports: Parts Coordinator, Shop Coordinator, Rental Sales Rep., Counter Sales Rep., Mechanic Level 1, 2, 3 & Field Service, Driver – Heavy, Driver - Light

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Administrative

- Create and maintain reports requested by the Regional Operations or Operations Manager.
- Plan and monitor annual budget; make note of any special circumstances that may create a budget variance.
- Ensure all departments are maintaining their responsibilities (Rental Counter, Service Department, Sale and Rental Department, etc).
- Submit payroll information on a timely basis to ensure employees are paid as scheduled.
- Closely supervise store purchases and process A/P documents to ensure timely payment to vendors.

Organizational

- Establishes processes with store employees that support safe and profitable operations.
- Develop and coordinate effective work schedules for all areas of the branch to allow for the efficient operations of the branch and to accommodate emergency requests.
- Create, review and maintain immediate and long term plans for proper resource utilization (facility, tooling and equipment).
- Develop a climate of “Safety First” by modeling and enforcing all safety procedures
- Set the model of professionalism by establishing good housekeeping procedures and paying attention to personal appearance.

Interpersonal

- Build strong relationships with field and office personnel, as well as with outside customers and vendors.
- Set the model of integrity by following through with commitments, being concerned for the welfare of your employees and establishing a high level of trust with customers, vendors and employees.
- Establish regular meetings with key personnel, such as Shop Coordinator, Rental Reps, etc. Also establish regular meeting times with entire branch to provide status reports and to keep the lines of communication open.
- Be available as a coach and a mentor to your employees to help build a strong team.

Sales

- Learn and thoroughly understand the products and services provided by Wagner Rents
- Communicate product and service information with customers in an effort to promote sales

Technical

- Review and ensure that warranty issues in the best interest of the company
- Increase your product knowledge so you can serve as a valuable resource to everyone in your branch.

Supervisory

- Consult with Regional Operations Manager to reach agreement on annual departmental objectives, budgetary guidelines, customer service levels and relevant personnel activities.
- Hire, train and direct an effective workforce that promotes high productivity while building a team that supports our company's Statement of Purpose and Principles in Practice.
- Conducts performance reviews and makes salary adjustment recommendations
- Ensure employees are using company P-card responsibly
- Ensure tools and supplies are being procured and used in the most effective manner
- Review business reports and respond accordingly (Open PO's / Open Workorders / etc).
- Attend training regularly – this sends a strong message to your staff that learning is a continual process and everyone needs to work on their personal and professional development.

ESSENTIAL JOB REQUIREMENTS

Minimum Education Required High School Diploma or GED

Minimum Experience Required

Experience Defined: Basic (1-3 yrs) Intermediate (3 – 5 yrs) Advanced (5+ yrs)

Customer Service – Intermediate level

Leadership / Management Experience – Intermediate level

Technical / Mechanical Experience – Intermediate level

Certificates, Licenses and Registrations Required None

Required Skills and Competencies

Data Entry
Intermediate Customer Service Skills
Communication Skills
Intermediate Reading / Writing Skills
Intermediate Math Skills
Valid Drivers License

Organizational Skills
Telephone Skills
Safety Knowledge
Priority Management
Intermediate Sales Skills

Preferred Skills and Competencies

Bachelor's Degree in Business, Management or other relevant degree preferred
Advanced Level Leadership Skills
Advanced Level Product Knowledge
Good Reasoning Skills (Define problems, collect data, draw conclusions)

Computer Skills

Basic Knowledge – Windows / Internet
Microsoft Word – Advanced Level
Lotus Notes – Intermediate Level
Access – Intermediate Level

Wynne System – Advanced Level
Microsoft Excel – Intermediate Level
Microsoft PowerPoint – Intermediate Level
DBS, ET, SIS, SIS Web, STW, Infocast

ADDITIONAL INFORMATION

Working Conditions

Noise Quiet Moderate Loud
Environment Indoors Outdoors Both

Specific Risks (please list): NA

Physical Requirements (Checked requirements indicate more than 1/3 of the time spent on the job)

Standing Sitting
Walking Use of Hands
Talking Hearing
Weight / Lifting None 1–25 lbs 26–50 lbs More than 50 lbs

Travel Requirements:

None 1-25% 25-50% 50-75% 75-100%

Limitations and Disclaimer

This job description is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Wagner Equipment Co. will reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.