



JOB DESCRIPTION

Job Title: Branch Manager	Supervisor/Manager Title: Area Manager/AlamoBVI Branch & Satellite Offices	Date: March 2018
Job Code:	Brands	Level:

JOB SUMMARY:

The Branch Manager is responsible for the overall management and strategic direction of Alamo BVI branch office(s) and the related field territory, with emphasis in the areas of Management of Customer Service and Operations, Human Resource Management, Sales and Marketing/Financial Performance, and Fleet Management and Maintenance.

Management of Customer Service and Operations

- Manage overall branch operations and supervise the team
- Develop overall branch business and operational strategy
- Oversee the development and maintenance of the Branch operational plan
- Manage the efforts of Branch employees in providing a high level of customer service
- Evaluate customer service performance of Branch employees
- Proactively seek process improvement to ensure high quality customer service
- Ensure the branch complies with company/group policies, procedures, rules and regulations and all applicable laws
- Resolve customer issues and disputes on a timely basis
- Oversee the daily cleanliness, maintenance and security of the various branch outlets including all vehicles.
- Perform customer service duties on an as-needed basis, in the case of a difficult transaction, during busy periods, and/or for training purposes

Human Resource Management

- Supervise, mentor, train, coach, evaluate and develop staff
- Provide continual feedback regarding employee performance; meet with personnel to monitor sales goals and overall performance
- Conduct and/or participate in the recruitment, interviewing and hiring of branch employees
- Schedule and plan work of branch employees
- Prepare effective and timely employee reviews and participate in the review process
- Evaluate, document and confer with branch manager regarding employee performance
- Administer and/or recommend disciplinary action, promotions, transfers and/or other personnel actions
- Investigate/resolve employee complaints
- Ensure adherence to company procedures and applicable laws

- Build consensus within team to achieve Branch goals
Supervisory responsibilities:
 - Directly manages two or more full-time employees or equivalent
 - Carries out managerial responsibilities in accordance with the organization's policies and applicable laws
 - Independently acts, with authority to determine methods of operation
 - Oversees the overall development of Branch staff
 - Oversees the training and coaching of Branch staff

Sales and Marketing/Financial Performance

- Develop, plan and actively participate in branch sales and marketing efforts to increase and improve business
- Train, motivate and coach employees to increase branch sales by understanding, communicating, and using the 4-step sales process to promote and sell optional protection products, vehicle features and benefits, fuel options and additional equipment
- Call on existing and potential customers to develop business

Working conditions/equipment used:

- Standing and/or walking for 5+ hours per day
- Work schedule generally consists of 50 to 60 hours per week, varying in shift based on location staffing needs and various other factors (some hours may consist of off-site sales calls, marketing, training and/or meetings)
- Work is performed in a typical office environment or, on occasion, outside in all types of weather and temperatures
- Limited to moderate exposure to unusual elements such as temperature, dirt, dust, fumes, smoke, unpleasant odors and/or loud noises, which may vary based on location
- Equipment used- a large variety of vehicles (may include 15-passenger vans and airport buses, based on location), safety belts, 2-way radio or cellular phone, phone system, computer equipment, printer, fax, safe
- Evaluate fleet mix and utilization, manage fleet for rentals, ensure completion of daily unit reconciliation
- Manage vehicle maintenance and repairs, including preventative maintenance, manufacturers' recalls, breakdowns and accident damage

Miscellaneous

- Perform special projects
- Manage/maintain a regular and reliable level of attendance
- Continuously build knowledge and skills, pursue training and development opportunities, and attend required company-sponsored training classes and meetings
- Perform miscellaneous job-related duties as assigned

Qualifications:

Education-

- Bachelor's Degree or Associate's Degree and/or equivalent experience

Experience-

- Working knowledge of all Daily Rental job and duties
- Successful Daily Rental service

Other-

- Current and valid driver's license
- Satisfactory driving record

Knowledge/Skills/Abilities-

- Strong management and leadership skills and an entrepreneurial spirit
- Ability to assist in developing and executing branch operational plans and managing performance and improvement
- Knowledge and ability to implement company policy and procedures
- Ability to understand and participate in sales planning, implementation, promotions and strategy throughout the market; secure and develop new business; regain lost business; and maximize business from current accounts
- Ability to regularly use discretion and independent judgment and strong decision-making skills
- Knowledge and ability to execute and train on sales techniques regarding company products, services and rental qualifications

BVI Islanders or Belongers preferred.

Please send resumes/CV to the following email.

dmaddox106@gmail.com

cut off date for resume/CV submission is – March 15, 2018

Disclaimer: The above statements are intended to describe the general functions performed by the employee(s) assigned to this position. Tasks, duties, skills and/or responsibilities may vary from individual to individual, location to location, and over time, depending on a number of factors. Management retains the discretion to add or change the duties of the position at any time.