



JOB DESCRIPTION

JOB TITLE: Branch Manager

This position offers a Competitive Salary, annual Bonus opportunity an attractive benefits plan including Company Paid health insurance, a 401(k) w/ employer match, company paid life insurance, paid holidays & Paid Time Off (PTO). This role provides a Company vehicle (All auto related expenses covered, insurance, maintenance, gas card).

Job Description:

The Service Manager acts as the company representative to customers for the assigned service area & manages a service support team of Radio Frequency (RF) Technicians, an office administrator & other support staff. The manager ensures service center operations are efficient, that appropriate response times & timelines are met, & that the quality of work & customer service meets the highest standards for both demand services & contract services provided. Manager is to monitor all workflow processes & institute changes to maximize efficiency, instilling a culture of continuous improvement & 'putting the customer first'.

This is a role that requires the manager to work proactively without direct supervision.

Main Areas of Responsibility:

- Responsible for maintaining & expanding customer base & relations.
- Responsible for continuous improvement, efficiency, & effectiveness of the service center
- Provides leadership, management, & development of his/her team.
- Responsible for assigned sales.
- Responsible for monitoring & achieving center P&L targets
- Responsible for implementing service center policies in their region.
- Responsible for all assigned company physical property, inventory, & assets.
- Responsible for service center budget construction & meeting / exceeding fiscal goals

Knowledge, Skills, & other Requirements:

- Understanding of customer expectations / requirements
- Fulfills promises to customers.
- Pro-active problem solving
- Able to work under pressure.
- Self-motivated & target driven.
- Good understanding of technical concepts (telecommunications)
- Computer database experience



- Requires strong computer skills. Including creation of various reports & complex spreadsheets. Must be proficient in entire Microsoft Office Suite with a strong focus on **Excel** & Word. Microsoft Dynamics AX Experience also preferred.
- Excellent motivational & communication skills
- Forward strategic thinking
- Experience of resource planning & understanding of budgeting.
- Able to travel for training & other activities.
- Provide recordkeeping as related to time worked, attendance, worker compensation, reprimands, & terminations.

Education &/or Experience:

- High School Diploma Required
- Associates or bachelor's degree preferred.
- 3-5 years' experience in Emergency Response line of work, Fire Department, Law Enforcement or Military leadership preferred.
- Demonstrated work under pressure to achieve assigned goals.
- Motivational Manager.
- Customer driven mindset
- Radio Frequency (RF) communications experience preferred.
- Proficient in presenting to small groups of customers.

Candidates must pass a pre-employment background check & have a valid US Driver's License with an acceptable driving record.