



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**, generous **Paid Time Off** (PTO), and automatic enrollment into the company's **Employee Stock Ownership Program** (ESOP). The position provides a vehicle allowance.

Job Description:

The Branch Manager acts as the company representative to customers for the assigned service area and manages a service support team of Radio Frequency (RF) Technicians, an office administrator and other support staff – successful experience in personnel and equipment resource management is the key. The Branch Manager ensures service center operations are efficient, that contracted and expected response timelines are met, and that the quality of work and customer service meets the highest standards for services provided. The manager is to monitor all workflow processes and implement service center protocols that maximize efficiency and instill a culture of continuous improvement with a company, employee and customer-centric mindset.

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

Main Areas of Responsibility:

- Maintaining & expanding customer base and relationships.
- Evaluating processes for continuous improvement, efficiency, and effectiveness of the service center.
- Providing leadership, management, and development of his/her team.
- Generating and oversight of sales in the territory.
- Monitoring, evaluating and achieving center P&L targets.
- Implementing service center operational protocols in their region.
- Oversight of all company physical property, inventory, and assets assigned to the Service Center and its staff.
- Management and construction of the service center's budget.
- Ensuring the Service Center meets or exceeding fiscal goals.

Knowledge, Skills, & other Requirements:

- Understanding of customer expectations and contractual requirements.
- Fulfill commitments to customers.
- Pro-active problem solving.
- Able to work calmly and lead under pressure.
- Self-motivated & target driven.
- Good understanding of technical concepts (telecommunications).
- Computer database experience.



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- Requires strong computer skills. Including creation of various reports & complex spreadsheets. Ideally proficient in the 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 and budget management
- Able to travel for training & other activities (<15%).
- Efficient recordkeeping related to time worked, attendance, worker compensation, reprimands, & terminations.

Education and/or Experience:

- High School Diploma Required
- Associate or bachelor's degree preferred (any field of study).
- 3-5 years' progressive management responsibilities required, preferred in the field of Emergency Services, (i.e. law enforcement, fire / emergency medical services and/or military).
- Demonstrated work under pressure to achieve assigned goals.
- Experience in resource planning and budget management
- Possess a company, employee and customer-centric mindset
- Radio Frequency (RF) communications experience preferred
- Proficient in presenting to small groups of customers.

Candidates must be approved to work in the US, pass a pre-employment background check, and have a valid US Driver's License with an acceptable driving record with no driving privilege suspensions within the past five years.