POSITION DESCRIPTION

Role Title:	**Assistant Branch Manager**
Reports To:	**Branch Manager**

PURPOSE OF THE ROLE
The Assistant Branch Manager is responsible for supporting the Branch Manager with the daily operation of the branch. In addition, the Assistant Branch Manager is responsible for assisting the Inventory Controller which includes ensuring the successful management/coordination of the branch inventory including, monitoring, and maintaining stock levels, coordinating stocktakes, cyclic counts and ensuring discrepancies are thoroughly investigated to a satisfactory outcome. As well as leading and assisting the counter salespeople and liaising with the storeperson/driver for customer requirements.

KEY TASKS	DELIVERABLES
Lead and Manage People	• Support the Branch Manager to implement strategies to develop, train, maintain and motivate the workforce to deliver business outcomes • Develop a clear knowledge of Company Employee Relations Policies, where required support the Branch Manager to undertake performance improvement, investigation, and disciplinary processes • Provide mentoring and coaching support to team members • Role model high standards of performance and behaviour • Ensure that opportunities for internal communication and involvement within the branch are maximised • Ensure that 100% of new staff receive inductions and information on the culture of the site • Support the recruitment of new team members including reviewing applications and conducting interviews • Champion change initiatives • Encourages a culture within the branch of continuous improvement and high performance, champions change initiatives and seeks to improve service delivery • Participate in company in-store meetings and training programmes • Direct team members to ensure the effective day-to-day running of the branch including ensuring the branch is tidy, organised and is presented in a professional manner.
Sales	• Professionally, handle all customer inquiries, sales, and estimates • Ensures all quotations are presented in a timely, professional, and competitive manner with effective follow-up until business is either secured or a full understanding of "why not" is understood • Maintain margin by ensuring contract pricing/ discount matrices are current • Ensure the branch is providing professional and industry leading

	service levels to all customers • Ensure priority is given to key customers and take ownership of those customers • Liaise with relevant sales/marketing staff to co-ordinate key account activities • Track and analyse sales, customer mix and product to develop situations and strategies that grow the business and increase gross profit • Ensure that sales budgets are achieved by monitoring your performance against plan monthly, reviewing previous performance objectives and setting new forward objectives • Communicate with the branch manager on market conditions and pricing • Invoice, pick, pack, and dispatch sales representatives' orders the day they are received when required • Organise promotions in conjunction with the Branch Manager • Raise purchase orders when procuring for a sale • Ensure all goods leaving the premises have been correctly invoiced including goods delivered direct to clients • Maintain good relationships both externally and internally with current and potential customers, dealers, and distributors with Corys Electrical • Ensure customer service levels are world class
Finance Management, Compliance and Reporting	• Assist the BM to provide relevant and up to date reports – including, competitor activity and monthly reports • Assist the BM to provide information for capital expenditure exercises, when required, assist with establishment of branch sales and expense budgets • Assist the BM to ensure branch compliance with company policy, procedures and processes are adhered to • Responsible for the protection and security of the company's assets in assigned area
Inventory Control	• Assist the BM to ensure the successful management of the branch inventory by monitoring and maintaining stock levels, coordinating stocktakes, cyclic counts and ensuring discrepancies are thoroughly investigated to a satisfactory outcome • Look for opportunities to move slow moving/obsolete stock by either returning it to suppliers, transferring to other branches or selling it • Check all manual invoices have been charged with copy of computer invoice attached • Assist the BM to monitor outstanding debtors by analysing the aged debtors report and act as a conduit between the customer and the Credit Department whilst ensuring that the branch manager is informed • Liaise with suppliers regarding new products • Maintain product information catalogue
Wellbeing & Safety	• Display a "duty of care" for yourself and other employees in providing a safe working environment

	• Exhibit safety leadership, promote safety awareness and proactively manage the safety and wellbeing of all team members • Ensure all accidents and near misses are reported • Work with the Branch Manager to investigate any incidents and implement corrective and preventative actions • Support the Branch Manager to ensure that all Corys Wellbeing and Safety processes are followed, and auditing/reporting activities are completed.
Branch Manager Backfill	• The Assistant Branch Manager is the backfill position for the Branch Manager for any short-term absence, i.e. annual leave, sick leave or a short vacancy period. During this period, the Assistant Branch Manager will oversee the branch's full operations, with support as required from the Area Manager.

This position description is a guide to the work you will be required to undertake. It may be changed from time to time to incorporate changing circumstances, and you may be required to be flexible and perform other duties as needed and directed by your manager.

KEY RELATIONSHIPS	
Internal • Branch Manager • Branch Team Members • Sales Team • Regional Manager	**External** • Customers (current & potential) • Other local businesses • Suppliers

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Builds Strategic Customer Relationships	Cultivates strategic customer relationships. Ensures that the customer's perspective is the driving force behind all business activity
Inspires Others	Uses interpersonal styles and methods that inspire and guide others towards optimal levels of performance
Commercial Acumen	Takes action to maximize the contribution of your area of the business to the company's profitability and growth. Manages business operations to maintain ongoing competitive advantage
Plans and Organises	Establishes a course of action for self and others to ensure that work is completed efficiently and delegates effectively
Builds Trust	Interacts with others in a way that gives them confidence in your intentions and those of the company
Team Development	Uses appropriate methods and interpersonal style to develop, motivate and guide your team towards the achievement of objectives
Facilitates Change	Continuously seeks and encourages others to seek opportunities for different and innovative approaches to resolving problems or creating opportunities

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED
Experience / Knowledge/ Qualifications • Business management acumen • Intermediate use of the Microsoft suite of products • Around 2 – 3 years' experience in a customer service/sales environment. • Ability to quickly learn about the company's products • Maintain a high personal presentation standard • A tertiary qualification is desirable.

OCCUPATIONAL HEALTH & SAFETY

PHYSICAL CONSIDERATION
Corys Electrical is committed to ensuring that employees' health and safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to – • Provide a safe and healthy work environment; and • Reduce the risk to employees arising from identified hazards. The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified. As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

Activity	Hazard
Computing	• Use of computer monitor • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles • Use of fork hoists
Warehousing	• Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals/dangerous goods
Telephone use	• Cradling of receiver rather than using a headset.