

POSITION DESCRIPTION

Role Title:	Branch Supervisor
Reports To:	Branch Manager

PURPOSE OF THE ROLE

To supervise the team and daily branch operations and to maximise business potential through innovation, service, leadership, sales and build quality relationships with customers and suppliers.

KEY TASKS	DELIVERABLES
Management	• Work in consultation with the team to set goals and develop plans that are aligned with Company goals to ensure that everyone has a sense of purpose and direction. • Instil a branch culture that encourages team members to continually strive for excellence and to ensure customer loyalty through exceeding the customer's expectations for service and performance. • Co-ordinate people coverage for the branch • Assist with Human Resources issues where appropriate. • Maintain regular contact with key account clients to ensure client satisfaction and develop new business opportunities. • In conjunction with the District Manager, provide regular communication to team members, and the District Manager ensuring that they are informed of current business results, initiatives, marketing/sales promotions, or strategies to support the future growth and direction of the company.
Store Operations	• Oversee branch operations prompting a customer driven focus whilst maintaining accurate and efficient compliance to company systems and procedures. • Participate with planning, development, and establishment of the local branch operations plan, incorporating key performance targets and objectives. • Control branch operations prompting a customer driven focus that achieves budget. • Assist with maintaining pricing structures and facilitate promotions. • Review end of day reports and investigate any concerns. In conjunction with the Branch Team, manage the banking reconciliation. • Suggest improvements in branch procedures and practices. • Ensure accurate data entry / invoicing. Minimise number of reversal entries and credits due to data entry errors. Monitor and minimise open sales orders. • Strive for excellence and to ensure customer loyalty through exceeding the customer's expectations for service and performance.

Stock Management	• Ensure goods are stored correctly to minimise possibility of damage or deterioration and to ensure they do not present a hazard. • Assist with stock take, perform cycle counts and inventory reconciliation. • Ensure accurate product coding and inventory control databases, systems, records, and stock movements / locations are maintained. • In conjunction with the Area Inventory Controller look for opportunities to move slow moving/obsolete stock by either returning it to suppliers, transferring to other branches or selling it.
Health and Safety	• Ensure a safe and healthy working environment is maintained. • Make sure Health and Safety standards, policies and procedures are fully understood. • Assist the District Manager with investigating all reported accidents, incidents and near misses as required. • Actively participate in safety initiatives.

KEY RELATIONSHIPS	
Internal • Branch Team Members • District Manager • Regional manager South Island • Branch Managers • Area Inventory Controller • Sales Team • Finance Team • Supply Chain • Payroll • HR • IT	External • Customers (current & potential) • Local Suppliers/Representatives • Other Local Businesses

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Customer Focus	Effectively meets customers' requirements, builds productive customer relationships, and takes responsibility for ensuring customer satisfaction
Initiates Action	Takes prompt action to accomplish objectives takes action to achieve goals beyond what is required; is proactive
Quality Orientation	Accurately checks processes and tasks to ensure a high standard of output, shows concern for all aspects of the job, no matter how small
Managing the Job	Effectively manages multiple demands upon time to ensure tasks are completed on schedule
Builds Trust	Interacts with others in a way that gives them confidence in your intentions and those of the company
Contributes to Team Success	Actively participates as a member of a team to move the team towards the completion of goals
Innovate	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Technical Competencies

- 2 - 3 years' experience in customer service/sales environment
- Previous supervisory/management experience
- Strong attention to detail and organisation skills
- Knowledge of the electrical industry
- Intermediate proficiency in Microsoft Office Suite.

OCCUPATIONAL HEALTH & SAFETY

Physical Constraints

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, 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.
Driving	• Traffic • Road conditions • Fatigue • Mobile Phone Use