

## **Branch Manager**

This post reports to the Regional General Manager. The post-holder will be responsible for maintaining and further developing the services provided to our customers through our Workshop operation. This will encompass the responsibility for the supervision of all allocated staff, the administration of best practice and the maintaining of work levels to ensure that we not only meet but strive to exceed budgeted expectations.

Ideally this would suit an individual with a proven managerial or supervisory background within the automotive sector, preferably with Scania experience who is looking to further develop their career within our industry.

### **Particular Areas of Responsibility:**

- Maximise the profitability of the branch through the achievement of company budgets and control of assigned resources.
- Monitor productive performance both generically and individually against budgeted requirements, implementing procedural or training amendments as and when identified.
- Review customer pricing policies on both labour rates & parts discounts to ensure that we always maximise on profit retention, whilst remaining competitive within the marketplace.
- Fully promote all departments through general customer contact with a view to enhance the reputation of the branch, build upon existing / new customer relationships whilst also optimising on all potential sales opportunities.
- Monitor parts stock levels by maintaining inventory control and taking any necessary action, in conjunction with the respective Regional Parts Manager, to reduce obsolete stock.
- Contribute to the development of all operating and administrative systems in order to ensure that a consistently high level of work is maintained and that all respective documentation is submitted to customer in a timely manner.
- Ensure that all Health and Safety regulations are adhered to by management, staff and visitors.
- Ensure that all customer complaints are handled to the mutual satisfaction of the customer and the company.
- Ensure that the internal and external appearance of the premises and general housekeeping standards are to the highest level at all times.
- To mentor and develop team members through training needs analysis.
- To understand and fully administer Scania processes through both DCS & Dealer Operating Standards.

### **Candidates should be able to demonstrate:**

- Computer Literacy
- Effective use / knowledge of the Autoline Dealer Management System.

- Effective understanding of Scania Processes & Systems.
- Effective use of Microsoft office applications.
- Excellent Inter-personal & man management skills
- The ability to focus on daily, weekly and monthly tasks.

**Particular Experience / Additional Skills:**

- A flexible approach to the business requirements.
- Must be a team player.
- The ability to demonstrate motivational qualities.

**Remuneration :**

Excellent management package available with competitive basic salary, Quarterly and annual bonus scheme , together with an EV company car with onsite charging stations at every Keltruck branch, life insurance and pension scheme together with the ability to develop further within the business.