



JOB POSTING

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| Job Title | Branch Manager |
| Department | Sales and Warehouse |
| Reports to | Sales and Marketing Manager |

Scope of the position

The **Branch Manager** provides leadership and support for all aspects of the branch: incorporating sound business management practices; adherence to corporate policies; accountability for assets, budgets, profitability, and personnel; implementation of safe work practices; support of sales efforts and maintaining the desired level of service to both external and internal customers.

Duties and Responsibilities

Sales

- Increase Refrigerative Supply's share across local market and sustain profitable business growth. Forecast, develop and execute business strategic plans to maintain Refrigerative Supply's competitive advantage.
- Lead Branch efforts to identify, secure and retain customers by actively networking with community businesses; professional leadership; establishing relationships that enhance the reputation of RS and the Branch.
- Call on customers and build the relationship.
- Adhere to account management principles and identify and pursue opportunities. Ensure the development and maintenance of strategic sales plans and provide leadership to the Inside and Outside Sales Representatives.
- Build and maintain a climate of excellence. Set the example for team members to provide high quality, cost efficient, customer-directed service and meet or exceed Branch performance targets.
- Monitor customer satisfaction and takes action to address satisfaction issues in a prompt and decisive manner.
- Participate in the company's after hour business, On Call.

Operations

- Provide effective inventory control and logistics management methods to ensure the Branch leverages the efficiencies of all aspects of its business to maximize profit and customer satisfaction.
- Manage and capitalize on Branch assets and resources (people, financial and material) to achieve business objectives.
- Oversee the administrative procedures related to sales, human resources, logistics, and operations following the policies, standards and values of Refrigerative Supply.
- Ensure that all documentation and paperwork is submitted to Head office in a timely fashion.
- Ensures a clean and safe work environment for both customer and staff.

People Management

- Provides effective leadership, direction and coaching to the Team to ensure they have the tools and skills to perform their job successfully.
- Conduct annual performance evaluation and take necessary action if performance falls short of expectation.
- Foster a collaborative, respectful and team-oriented work environment.
- Work closely with the Human Resources team to fill openings in sales and warehouse positions.



Skills and Qualifications

- Education:
 - Post-secondary degree and/or supplementary courses are an asset.
- Experience:
 - Minimum 2-5 years of HVAC branch management experience or in a similar role preferred.
 - Supervisory experience
 - HVAC/R Technical experience is required.
- Progressive sales and operational experience with a proven track record of success.
- Strong customer service experience and superior relationship building skill.
- Strong leadership, motivation and managerial skills.
- Demonstrated competency in hiring, developing and evaluating employees.
- Demonstrated change management skills and results oriented.
- Excellent organizational skills, attention to detail and time management skills.
- Effective listening, verbal and written communication skills.
- Professional business acumen.
- Demonstrated integrity and ethical standards.
- Excellent analytical, written, communication and organizational skills.
- Working knowledge of Microsoft Office Suite and ERP systems

Not just a job, a career opportunity!

Leading in the air conditioning, refrigeration and heating sectors for more than 70 years, we know that talented people are essential to maintaining our success in the future. Refrigerative Supply Limited provides an environment where employees leverage their skills, talents, experience and interests to grow professionally and build rewarding careers.

How to apply

Please send your cover letter and resume to hr@rsl.ca with the position title in the subject line.

Refrigerative Supply Limited is an equal opportunities employer. We would like to thank all applicants for their interest; however, only those selected will be contacted.