



## JOB POSTING

<b>Job Title</b>	Branch Supervisor
<b>Department</b>	Sales and Warehouse
<b>Reports to</b>	Branch Manager

### **Scope of the position**

The Branch Supervisor is responsible for assisting in the leadership of the branch by providing and supporting exceptional customer service, fostering an environment of high employee engagement and morale and creating operational efficiencies with a focus on minimizing costs and maximizing revenue. The Branch Supervisor will assume the role of the Branch Manager in the event of an absence.

### **Duties and Responsibilities**

- Supervise inside sales and warehouse teams related to day to day operations.
- Ensure that the branch processes are followed to support the delivery of superior customer service.
- Provide high quality, cost efficient and customer directed service.
- Monitor customer satisfaction and take action to address issues in a prompt and decisive manner.
- Participate in the company's after hour business, on-call & annual inventory.
- Provide back-up to the Branch manager during their absence.
- Assist in overseeing branch operations and administrative procedures including sales, human resources, purchasing, warehouse and delivery operations and facility maintenance.
- 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.
- Assist the Branch Manager in developing inside sales and warehouse employees including coaching and motivating by providing effective feedback and training.
- Provide an atmosphere of team work among employees.
- Work closely with the Human Resources department; assist in interviewing and hiring staff for inside sales and warehouse positions.
- Monitor job performance and assist in conducting performance reviews and if required take corrective action.

### **Skills and Qualifications**

- Wholesale distribution experience including HVAC/R Technical experience.
- Progressive sales and operational experience with a proven track record of success.
- Branch supervision experience preferred but not required.
- Proficient in the use of P21 warehouse & sales functions.
- Strong leadership potential with ability to win trust and respect from team.
- Self-starter, efficient and able to produce high quality work under pressure and in a timely fashion.
- Strong customer service experience and superior relationship building skill.
- Post-secondary degree and/or supplementary courses are an asset.
- Excellent analytical, written, communication and organizational skills.
- Proficiency in Word, Excel and Outlook.
- Forklift License & experience in freight, shipping/receiving.

### **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](mailto: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.