

## JOB DESCRIPTION: BRANCH MANAGER

### **DEFINITION**

The Branch Manager is the exempt, Landscape Maintenance job classification responsible for managing all aspects of profit and loss, customer service, employee safety, and company culture for a single commercial landscape operation site.

### **ESSENTIAL JOB FUNCTIONS**

- **SAFETY**
  - Establishes branch safety goals that contribute to company success; holds employees accountable to all safety standards; role models safety at all times; reviews safety audits and safety reports against company goals; conducts safety meetings with management team.
- **CUSTOMER SERVICE**
  - Establishes branch customer service standards; role models exceptional customer service at all times; represents the company by building relationships with customers and the community; tracks customer service documentation; listens to customers and addresses their concerns.
- **OPERATIONS**
  - Oversees all operational procedures to improve efficiency; manages all tools, equipment, and capital assets; implements all company initiatives to achieve stated goals; empowers staff to improve operational effectiveness; utilizes computer skills and MS Office applications effectively.
- **PEOPLE SYSTEMS**
  - Role models the company's vision, mission, and core values at all times; hires, trains, coaches, and motivates employees; applies performance management effectively; understands the relationship that people systems contribute to branch success.
- **FINANCIAL MANAGEMENT**
  - Is responsible for the entire profit and loss statement for the branch; administers, schedules, and plans branch budgets; delivers timely and accurate reports and financials; understands the operational drivers of branch success; makes recommendations to improve performance.
- **SUPERVISION**
  - Sets challenging goals for subordinates; holds staff accountable for meeting key performance indicators; clarifies job expectations; approves all paperwork; delegates assignments and does follow-up correctly; ensures compliance with all company procedures.
- **INTERPERSONAL SKILLS**
  - Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; communicates well with others.

### **EDUCATION/EXPERIENCE REQUIREMENTS**

The successful candidate should possess at least five (5) years of professional landscape management experience equivalent to that shown above. A current Class "C" driver's license is required. Bilingual (Spanish) skills are preferred.

### **PHYSICAL CHARACTERISTICS**

Frequently stand, walk, or crouch on narrow and/or slippery surfaces; stoop, kneel, bend to pick up or move objects; walk for long distances and on sloped ground and uneven surfaces; move, lift, and carry objects weighing up to 50 pounds; normal manual dexterity and hand-eye coordination; corrected hearing and vision to normal range.

### **WORKING CONDITIONS**

Work is predominately outdoors, exposed to varying temperatures, weather conditions, and noise levels; exposure to dust, pesticides, herbicides, grease, oils, dust, fumes, and electrical currents.