

Position

Branch Manager

Regular Full-Time Manager

Dartmouth, NS Canada

Overview of McMinniman's:

McMinniman's is a fifth-generation family company operating primarily in the household goods moving and storage industry. Opening in 1929, we have a history of providing quality relocation and storage services to our customers. Since 1965, we have been a member of United Van Lines (Canada). This partnership has provided us with the network to service customers outside our local area and around the world. In addition to relocation services, we provide warehousing and logistics services for commercial customers. Through this service, we store, manage, deliver, and install their assets or inventory.

Overview of Position:

The Branch Manager is the key person responsible for planning, leading, organizing, and controlling activities related to and necessary for a successful and profitable branch consistent with the direction of ownership and the policies, procedures, and objectives of the company.

With the help of ownership, the branch manager will spearhead all local recruiting, training, and the retention of quality employees in all positions. Additionally, the Branch Manager is responsible for revenue growth, Profit/Loss, and customer satisfaction/retention for the branch.

The Branch Manager is the individual most responsible for driving the success of their location with an entrepreneurial mindset and the ability to motivate employees and cultivate relationships with customers. In addition, they must also foster and develop a safe, productive, and positive workplace where employees are encouraged to deliver excellence every day.

The head office and the leadership team will work closely with the branch manager and assist them in the success of the branch.

Responsibilities:

- Operations and Business Management:
 - Work with operations, sales, warehouse, driver, and helper staff to implement strategies to service our household goods moving and logistics customers with a high standard of care and efficiency.
- Sales and Business Development:
 - Help cultivate sales growth and maintain strong customer relationships and retention.
 - Develop the business in the Greater Halifax region by being actively involved in sales activities and creating business development initiatives.

- Demonstrate a strong understanding of the company's services and offerings and how we can serve the residents and businesses in our community.
- Finance And Administration:
 - Oversee and manage all financial aspects of the company to include budgeting, business performance, accounts receivable, and P&L.
 - Perform general administrative tasks related to paperwork between the branch and head office.
- Customer Relationship Management:
 - Resolve customer complaints and service failures efficiently and fairly.
 - Ask for customer feedback for future training and quality assurance.
- HR, Safety and Training:
 - Maintain a safe and healthy work environment in compliance with all company policies and government regulations.
 - Conduct safety training, ensure safety documentation is kept up to date, and complete safety meetings.
 - Oversee HR functions, including wage evaluations, performance reviews, background checks, recruitment, policy compliance, disciplinary actions, terminations, contractor oversight, and team-building initiatives.
 - Ensure all crews and team members receive appropriate training for their job duties to support the smooth delivery of services and quality standards of the branch.
- Facility and Equipment:
 - Maintain a safe and clean facility by working closely with ownership and outside vendors. Improvements, repairs, and any general maintenance of the facility need to be addressed on an as-needed basis while keeping profits in mind.
 - Maintain safe and operable equipment by working with ownership and outside vendors.

Key Job requirements and skills:

- Individual must be a self-starter and a hands-on manager
- Ability to delegate certain tasks to subordinates clearly and effectively.
- Experience working in a fast-paced environment while maintaining attention to detail
- An entrepreneurial mindset with the ability to drive new business and network in the community
- Generally, Monday through Friday hours. Occasional overtime as necessary, including nights and/or weekends.
- Ability to lift 50lbs on your own or 100lbs assisted (on occasion).
- Customer service driven with the ability to meet customer needs in a timely fashion.
- Ability to coach and professionally develop subordinates.

- Excellent computer skills, including proficiency in Microsoft Office Suite and CRM programs. A general understanding of accounting programs such as Sage and QuickBooks is an asset (for accounts receivable and P&L).
- Travel may be required on occasion (5%)

Education and qualifications:

- A bachelor's degree/college diploma in business or a related field or equivalent relevant work experience is required.
- Customer Relationship Management, Sales, Human Resources, Warehousing, and Operational efficiencies.
- Strong communication, problem-solving, and leadership skills.
- Minimum of three years of industry experience in household goods relocation or commercial moving.
- Valid Canadian driver's licence

Compensation:

- \$68,000.00 - \$75,000.00 base salary + incentive-based model.
- Health, dental, vision, LTD, STD, life insurance program.

Learn more about McMinniman's at our website: www.moveme.ca