



Branch Operations Manager

TubeliteDenco a wholesale distributor of equipment and supplies used by visual communications providers including sign manufacturers, digital printers & screen printers. We represent the top manufacturers in the graphics industry. We have 16 locations throughout the United States. Each offers an extensive warehouse inventory, local delivery, will call and a knowledgeable customer service department.

Position Summary:

The Branch Operations Manager will manage and monitor the financial performance and overall profitability of the branch ensuring the branch meets or exceeds its financial plan in terms of profit, asset management and return on working capital. Will also ensure that employees meet all requirements in accordance with company policies and procedures. Monitor and evaluate our Customer Experience, leading a cross functional team to continually improve and enhance branch workflows and performance.

Essential Job Duties:

- Meeting or exceeding our customers' needs and expectations is the primary goal.
- Oversee the daily operations of the branch. Manage to corporate guidelines, processes, standards, and expectations to insure ongoing performance within the company, regulatory, and legal requirements relating to employee relations, safety, environmental and other issues. Cooperate with and seek assistance from corporate staff as needed.
- Provide personal leadership and guidance to enhance Customer Experience and develop Customer Service staff. Measure and monitor service quality indicators. Develop and implement process improvements and training to enhance Customer Experience. Practice and support teamwork within the branch and across organizational boundaries. Set an example of appreciation for differing viewpoints and seek out opportunities to set mutual goals. Broaden the employees' scope of knowledge outside branch operations, increase their knowledge of the sign industry and related business environments.
- Support and manage the distribution center. Responsible for following corporate procedures and safeguarding company assets, in conjunction with the Warehouse Manager. Ensure inventory accuracy by monitoring the processes, performed by the staff, whereas it is properly cycle counted, received, handled, stored and delivered as to minimize damage waste or any other loss. Follow up on quality or specification issues brought by employees or customers.
- Work closely with Human Resource Manager in managing the branch's human resource activities as per company policies and guidelines. Select, manage, recognize, and develop talented employees. Consistently reinforce a commitment to customer-focus toward both internal and external customers. Plan for the future needs of the branch. Provide feedback and support to employees in career planning. Ensure continuous training and coaching for all branch personnel to maintain a productive and safe working environment. Display the highest level of ethical behavior and respect for others.
- Closely collaborate with the National Distribution Manager, Sales Team and Regional Sales Manager. Serve as a primary liaison for operations to sales, supporting activities, initiatives, and overall sales objectives. Actively participate in sales meetings, enhancing communication between operations and field sales.
- Study business forecasts, inventory turns, sales reports and financial statements to find ways to maximize results.



- Cooperate in high-level decision making with other top executives
- Other duties as required to contribute towards the running of a professional and profitable business.

Essential Skills & Requirements:

- Minimum of an associate's degree in business, finance or another field relevant to the organization/position or equivalent to 10+ year's experience in the field
- Sign Industry experience a plus
- 5-7 years of recent managerial experience
- Strong analytical skills, detail-oriented, ability to multi-task
- Ability to listen and effectively communicate (both written and verbal) throughout the organization
- Proven leadership skills and ability to get results
- Advanced computer skills
- Capable of dealing professionally in managing many types of personalities and in resolving employee conflicts
- Maintains confidentiality with information & communications with management/customers/vendors
- Strong time management and organizational skills
- Independent thinker that introduces new ideas and leads change

Benefits:

Full-time employees are eligible for medical, dental, vision, life insurance, Flexible Spending Plan, and Long-term Disability insurance after successful completion of 60 DAYS. Generous PTO Accrual.

Full-time and Part-time employees are eligible for the 401k Plan after 60 days of employment.

Paid Holidays

Casual Dress

Apply today to express your interest in our great organization. We look forward to hearing from you! Please respond [here](#) with your resume and salary requirements.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER