

<b>Job Title:</b>	<b>Branch Manager</b>
<b>Location:</b>	
<b>Reports to:</b>	<b>Group Branch Executive</b>

### ***Broad Purpose Summary***

- This position may require a Pre-employment Drug and Alcohol test to be completed and passed.
- This position demands a great deal of accountability and reporting directly to the Group Branch Executive.
- You will be required to communicate accurate information on all aspects of the branch's daily activities.
- You are responsible for the day-to-day management and operation of the branch. This includes ensuring and improving the performance, productivity, efficiency, and profitability of departmental and organisational operations.
- You will also contribute to the development and implementation of organisational strategies, policies, and practices.
- Your role will require you to consult with other team members, including close communication with managers and team members of different departments throughout the organisation.
- You will ensure effective recruitment, maintaining employee satisfaction, effective and efficient performance, and overall wellbeing of staff.
- The parts and service department managers and administration teams will report directly to you along with the sales team which will include the day-to-day management of the sales team. Motivating them to reach and meet the expectations of the Group Wholegoods Executive.
- The Branch Manager must champion Ramsey Bros Core Values as listed in the employee handbook and always look to continuous improvement at the forefront of the position.
- First class customer and staff liaison must be at the height of your concern and be a main priority.
- You're a mentor and leader to all employees within the branch.
- Ensure top quality and safe work practices are always adhered to in line with company policies and applicable laws.

### ***Key Attributes***

- Superior leadership and people management skills with proven ability to develop culture which encourages and promotes excellence, professionalism, teamwork, and accountability.
- Well-developed interpersonal, communication and negotiation skills.
- Highly organised and efficient with time management.
- A strong commitment to the success of Ramsey Bros.
- Meet and contribute to the broader needs of Ramsey Bros whilst performing specific objectives of the role of Branch Manager.
- An understanding that extended hours are required to achieve maximum results.
- Work cooperatively and cohesively with the Management Team of Ramsey Bros.
- An empathy and concern for the welfare of immediate reports and work colleagues with an emotionally mature attitude to conflict management and resolution.
- A commitment to an elevated level of quality in work outputs and results.
- A willingness to embrace and adapt to change in technology and new systems and processes.
- Problem solving skills with an ability to look beyond the obvious to achieve desired outcomes.

### ***Accountabilities***

- Ensure the growth of the business and be committed to its success.
- Market and promote the Ramsey Bros organisation throughout the Area of Responsibility.
- Build and strengthen relationships with both existing and new customers.
- Manage and resolve customer issues and disputes.
- Working with the Group Branch Executive along with the Group Aftersales Executive and Group Wholegoods Executive to develop and implement marketing plans including demonstration days, field days, customer training and customer events.
- Work with the sales team and T/A's to ensure machinery is displayed appropriately and in a saleable condition.
- Develop Sales Strategies for your area in conjunction with the Branch Sales Team and the Group Branch Executive and Group Wholegoods Executive.

## **Accountabilities - continued**

- Day to day management of the sales department motivating them to reach targets, market share, sales volumes etc and meet the expectations of the Group Wholegoods Executive.
- Ensure you stock current product literature and display product information in a neat and orderly fashion to assist customer enquiries.
- Ensure accurate and timely input of prospect data into the ACT Database through the Adelaide Office.
- Develop and manage sponsorship opportunities through local community groups in conjunction with the Group Marketing and Communications Manager.
- Communicate and develop a professional working relationship with Case IH and all other franchise service personnel to best serve the Dealership franchisors.
- Oversee the general maintenance of all vehicles for the branch and ensure the vehicles are kept clean, in good working order and meet with roadworthy regulations.
- Actively promote and market the services offered by the Ramsey Bros organisation while positively promoting the professional image of Ramsey Bros as the preferred supplier and service provider to agricultural machinery users.
- Maintain and increase Market Share.
- Be aware of local competitor information and marketing and demonstration programs.
- Consult with Senior Sales Administrator when required on deals, which may include trade values and finance quotes.
- Discuss any deals outside of normal operating parameters with Group Branch Executive.
- Be constantly aware of the season and economic conditions in your area.
- Ensure that Sales Staff have current and appropriate literature and brochures for our product range.
- Be aware of new and emerging trends in your area.
- Maintain Ramsey Bros customer satisfaction at elevated levels and report any issues to the Group Branch Executive as they arise.
- Work closely with all internal departments to maximise any opportunity.
- Oversee and approve Used Machinery reconditioning within your branch.
- Ensure all stock machines are cleaned and started on a regular basis.
- Have input into stock ordering in conjunction with Group Branch Executive.
- Always maintain your work area in a clean and tidy condition and ensure all staff do the same.
- Comply with company policies, procedures, and direction.

## **Meetings**

- Hold weekly Work in Progress (WIP) meetings with Service and Parts Managers and Service Admin.
- Run monthly Dealership Department Managers Meetings with a copy of the meeting minutes being directly emailed to the Group Branch Executive for review.
- Weekly meeting with Group Branch Executive (telephone or in person).
- Ensure Monthly toolbox meetings are executed, and information is disseminated accordingly as per instructions.

## **Staff**

- Ensure all staff adhere to our documented department standards when undertaking work.
- Provide personal guidance, mentoring and training to all staff to further develop their competencies.
- Regularly meet with individual dealership staff to assess performance, competency and needs in conjunction with the Managing Director.
- Ensure all staff have the required resources to perform their role to achieve their KPI's.
- Identify training requirements of staff in conjunction with Department Managers.
- Conduct annual performance reviews with all branch staff.
- Identify human resource requirements and make recommendations to the Group Branch Executive on recruitment of new employees.
- Commit to the recruitment process, assisting to ensure successful employee attraction, recruitment, and selection.
- Develop and maintain a cohesive team ensuring all departments work together to achieve the overall goals of Ramsey Bros.
- Facilitate a culture of sharing knowledge, expertise, and skills across the team.
- Grow and develop an engaged team who work collaboratively to provide a holistic service.
- Monitor staff relationships and communication to ensure all team members are working well together.

## ***Finance, Budgets, and Reporting***

- Responsible for credit control- ensure overdue debtor list is kept to a minimum and implement existing company policies and strategies to assist in achieving this.
- Work in conjunction with relevant Group Executives when setting branch budgets in line what has been approved by the Ramsey Bros Board for the group.
- Ensure that the budgets set for each Department are monitored and reviewed in conjunction with Department Managers, relevant Group Executives.
- Contribute to the Case IH Dealer forecast quarterly.
- Contribute to the Case IH Pinnacle Program.
- Prepare reports for quarterly Branch Managers meetings.
- Prepare reports for Dealership Department managers meetings monthly.
- Prepare dealership reports for Group Branch Executive as and when required.

## ***Continuous Improvement***

- Develop a culture of continuous improvement.
- Encourage all staff to complete and submit continuous improvement notices when they encounter problems/ mistakes/ inefficiencies or lack of resources.
- Ensure a follow up with staff to rectify any issues.

## ***Personal Attributes***

- High level of communication skills.
- Highly organised and efficient.
- A strong commitment to our organisation.
- A preparedness to meet the broader needs of the organisation whilst meeting the specific objectives of the role.
- A willingness to work cooperatively and collaboratively within the management team.
- An empathy and concern for the welfare of work colleagues with an emotionally mature approach to conflict management.
- A commitment to high levels of quality in work outputs and processes.

## ***Required Attitude***

- Nothing is too much trouble when dealing with staff and our customers.
- High commitment to achieve individual department and overall dealership goals and key performance indicators.
- Be a leader and role model for all staff.
- Always be approachable.
- Create and maintain both new and existing relationships with all new and current clientele.
- A motivation to drive and grow the business.

## ***Support Staff***

- Group Branch Executive
- Executive Lead Team
- Other Branch Managers
- Other Branch staff

## ***Clothing***

- Corporate clothing range will be subsidised to the value of \$350 pa.
- Company approved clothing to be always worn.
- Employee to wash and maintain clothing.
- Safety footwear to be worn always.
- Refer Ramsey Bros Uniform Policy Feb 2015.

## **Work Health and Safety**

- Develop and maintain good work safety practices in the interests of the company's obligations to the Work Health and Safety Act.
- Take reasonable care for your own health and safety.
- Take reasonable care for the health and safety of others.
- Comply with company policies and procedures.
- Report all injuries, incidents and hazards to your Supervisor and Site Officer.
- Comply with "zero tolerance" Drug and Alcohol Policy as of 1<sup>st</sup> July 2016. Ramsey Bros reserves the right to conduct random drug and alcohol testing.
- Failure to comply with company policy will be deemed as a breach of policy resulting in a formal interview being conducted by the Branch Manager, which may lead to your employment being terminated.

## **Computer**

- Modifications to the computer system by any member of staff is prohibited, unless authorised by Brad Ramsey.
- If you feel you can better use the computer, please set out your requests in writing to Brad Ramsey for discussion and he will advise on the feasibility. Then and only then are any procedures changed.

## **Licences**

- You must have a current valid driver's license failure to do so may affect your position with Ramsey Bros Pty Ltd.
- Loss of license may result in dismissal of employment.
- Management is to be informed immediately should, your current license status change.
- High Risk license required to operate forklift.
- Copies of all valid licenses are to be handed in and held by Administration while employed at Ramsey Bros.

## **Company Vehicle Use**

- Vehicle is to be kept clean inside and out.
- Vehicle maintenance to be upheld as per company policy.
- It is the driver's responsibility to make sure the vehicle registration is current.
- You must always abide by the Ramsey Bros Drug and Alcohol Policy.
- Any convictions for driving under the influence will find you in breach of your employment contract and this may result in losing your employment with Ramsey Bros Pty Ltd.
- Any traffic infringements incurred remain the responsibility of the driver.
- No handheld mobile phone is to be used to talk, text, email or access applications while driving.
- All Personal Use of company motor vehicles must be pre-approved by management, failure to do so may result in all reasonable costs been passed on to the employee for payment.

## **Company Manuals and Bulletins**

- Company manuals and bulletins are private and confidential and not to be loaned.
- Branch Manager only to impart information at his/her discretion.

## **Company Tools**

- Responsible for the safe keeping, maintenance, and replacement of tools in Workshop.
- Responsible for the safe keeping and maintenance of tools on service vehicle.
- Tools not to be loaned at all unless prior approval from Branch Manager.
- Record of personal tools to be given to Branch Manager.

## **Key Performance Indicators**

- Ramsey Bros will monitor your performance as recorded on the Units System (Dealer Spectrum) and against approved budgeted forecasts (if applicable).
- Ensure all dealer Spectrum Business Rules are always adhered to.
- Work Health and Safety compliance is mandatory.

## **Training**

- Continuous on the job training will be provided in any area applicable to your role.
- Be a leader in the workshop assisting technicians and apprentices being the best they can be.
- Attend training offered by Ramsey Bros as requested.
- All travel times relating to training will be paid at standard hourly rates.

**Reporting Responsibilities**

- As the Branch Manager you will report directly to the Group Branch Executive.

**Probation Period**

- Your probation period is for 3 months. Your performance will be reviewed after your 1<sup>st</sup> month and at the end of your 2<sup>nd</sup> month.
- **Your commencement date for this role is**

**Miscellaneous**

- Any other duties or responsibilities as requested by the Chief Executive Officer, Executive Lead Team, and Ramsey Bros Management.

**Signatures**

I hereby certify I have read the above position specification and understand and acknowledge the requirements of the position of a Branch Manager for Ramsey Bros Pty Ltd. The employee's signature indicates having read, understood, and accepted the Job Description Document.

<b>Employee:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>Group Branch Executive:</b>			
<b>Signature:</b>		<b>Date:</b>	