

DESIGNATION:	Branch Manager
JOB TYPE:	Full Time
LOCATION:	Chennai
THE POSITION REPORTS TO	GM/COO
MAIN DUTIES / RESPONSIBILITIES:	<p>A Branch Manager is the one person who is in charge of the overall operation of a branch. The branch manager serves as a leader to his or her team of associates. He makes sure about all the management activities of the branch situated outside the main office. He or she will have to make sure that the business grows larger and should also be able to provide customer satisfaction and also has to be very committed to the success of the business.</p> <p>Being actively engaged in the branch operations and administration, the Branch Manager will have a strong focus on operational excellence, be results oriented, embracing and advocating the company culture. Key to this role is the responsibility of ensuring efficient operations of their branch within the company's risk and compliance framework.</p> <p>Identifying and Setting up efficient logistics practices across the Branch. Identify opportunities in entire organization for improvements and execute Operational Excellence and Process Improvement / Best Practices. Provide coordination of all activities relating to Operational Excellence and enhancing knowledge of the tools and techniques of Operational Excellence / Lean methods. Assist Sales and operation for seamless delivery. Planning and optimizing flow in a sending perspective in efficient delivery and supply solutions Streamline transport and distribution mechanism systems Facilitate development programs.</p> <p><b><u>His / her responsibilities are as below:-</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for deliverables in all lines of business – Customs Broking, 3PL, Freight, Licensing &amp; Advisory services and other support functions – F&amp;A, HR, Admin &amp; IT &amp; of the branch.</li> <li>• Responsible for branch Profit &amp; Loss and cost-control</li> <li>• Employ a performance management approach to achieve internal / external SLAs &amp; ensure continuous improvement. This means getting into root cause analysis, and definition, as well as implementation of corrective actions.</li> <li>• Day-to-day review with customer Service team.</li> <li>▪ Relationship management with stake holders.</li> <li>• Responsible for customer retention and the Customer Satisfaction survey.</li> <li>▪ To be responsible for branch-related MIS</li> </ul>

	<ul style="list-style-type: none"> <li>Proactive approach towards resolving any transaction disputes with respective stake holders. Ensure speedy resolution of queries &amp; grievance to maximize customer satisfaction level.</li> </ul> <p><b><u>Receivables Management:</u></b></p> <ul style="list-style-type: none"> <li>Timely collection of receivables.</li> <li>Periodic Reconciliation of Accounts receivables</li> </ul> <p><b><u>Team Management:</u></b></p> <ul style="list-style-type: none"> <li>To supervise the work of employees and will have to conduct performance evaluation of his or her team associates.</li> <li>Responsible for team building, training and retention of employees</li> </ul> <p><b><u>Business Development and Key Account Management</u></b></p> <ul style="list-style-type: none"> <li>Monitor Sales and Action Plans for the branch and proactively support staff to achieve the objectives, ensuring emphasis is placed on proactively seeking to identify member's needs and offer solutions through cross selling &amp; up selling to the customers.</li> </ul>
<b>SKILLS &amp; EXPERIENCE</b>	
a) Qualifications:	<ul style="list-style-type: none"> <li>At least Graduation</li> <li>Also, some special courses in the Logistics sector would be an added advantage</li> </ul>
b) Experience:	At least 5 years experience in a similar sector
c) Skills:	<p>The incumbent must demonstrate the following skills:</p> <ol style="list-style-type: none"> <li>Inter-personal skills</li> <li>Communication Skills (Multi Linguistic) minimum should be able to Speak &amp; Understand the Local Language / Hindi / English</li> <li>Team Building skills;</li> <li>Book-keeping skills</li> <li>Analytical and problem solving Skills</li> <li>Decision making skills</li> <li>Effective verbal and listening Communications skills</li> <li>Attention to detail and high level of accuracy</li> <li>Very effective organizational skills</li> <li>Effective written communications skills</li> <li>Computer skills including the ability to operate computerized accounting, spread sheet and word processing programs, and e-mail at a proficient level</li> <li>Stress management skills</li> <li>Time management skills</li> </ol>

Attributes:	<p>The incumbent must also demonstrate the following personal attributes:</p> <ul style="list-style-type: none"> <li>i. Be honest and trustworthy</li> <li>ii. Maintain confidentiality</li> <li>iii. Be respectful</li> <li>iv. Possess cultural awareness and sensitivity</li> <li>v. Be flexible</li> <li>vi. Demonstrate sound work ethics</li> <li>vii. Ability to build and nurture a team</li> <li>viii. Must be a problem-solver</li> <li>ix. Must be good at networking</li> <li>x. Adept at multi-tasking</li> <li>xi. Ability to build and nurture a team</li> <li>xii. Must be a problem-solver</li> <li>xiii. Must be good at networking</li> <li>xiv. Adept at multi-tasking</li> </ul>
Working Conditions	This is a desk cum field job.
Does the job involve travel? Yes / No.	Yes - basis the need.

*\* **Disclaimer:** It is expected that you will discharge your duties with highest levels of integrity and transparently also ensuring the client and organisation data is protected at all times.*