JOB DESCRIPTION

| **TITLE** | ASSISTANT BRANCH MANAGER |
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| **Reports To**  | [INSERT TITLE] |

**Job Purpose**

The Assistant Branch Manager supports the Branch Manager in overseeing daily branch operations at [Organization Name]. This role ensures smooth workflow, customer satisfaction, and adherence to company standards. They assist in managing staff, maintaining inventory, and implementing strategies to meet performance goals.

The ideal candidate is a proactive and detail-oriented individual with experience in operations and team leadership. They are skilled in problem-solving and fostering a collaborative work environment.

**Duties and Responsibilities**

Overall Responsibilities:

* Assist the Branch Manager in planning and executing daily operations.
* Supervise and train staff to meet productivity and quality standards.
* Monitor inventory levels, ensuring timely restocking and accurate record-keeping.
* Address customer inquiries and concerns, providing effective solutions.
* Ensure compliance with safety and ISO 9001:2015 quality standards.
* Support sales efforts by managing customer accounts and maintaining relationships.
* Oversee scheduling and coordination of deliveries and logistics.
* Prepare reports on branch performance and provide insights for improvement.
* Act as the acting manager in the Branch Manager's absence.
* Perform other duties as assigned.

**Qualifications**

* Post Secondary Diploma or degree in Business Administration, Operations, or a related field.
* X years of experience in a supervisory or operational role, preferably in [industry e.g., manufacturing or metal distribution].
* Knowledge of inventory management systems and operational workflows.
* Familiarity with ISO 9001:2015 standards is an asset.

**Core Competencies**

* Team leadership and mentoring.
* Problem-solving and decision-making.
* Strong organizational and multitasking abilities.
* Customer-focused mindset.
* Excellent verbal and written communication skills.
* Safety-conscious with attention to compliance and detail.

**Working Conditions**

* Work schedule is typically [insert schedule, e.g., 8 am to 5 pm Mondays through Fridays].
* Occasional extended hours or weekend shifts to meet operational needs.
* Consistent exposure to computer screens.