



## Branch Manager – Enniskillen

Our branch in Enniskillen is now seeking to recruit a Branch Manager to manage and enhance the day-to-day activities including sales, staffing, customer orders and deliveries, whilst providing excellent customer service.

### Role overview:

1. Responsible for the daily functions of the Branch.
2. To ensure all customer needs are met and carried out efficiently and effectively in accordance with Company ethos and policy.
3. To foster and practice the Company principle of excellent customer service at all times.
4. To be instrumental in developing the branch to achieve branch revenue and sales goals.

### Duties and Responsibilities:

- Achieve sales and Gross Profit (GP) targets by dealing professionally and promptly with all customer enquiries.
- To assist in driving the development of the Branch
- Improve the performance of the Branch across a number of key performance measures.
- Ensure that standards are met for customer service excellence.
- Assume overall responsibility for the ensuring adherence to Health & Safety Standards and procedures
- Accountability for ensuring the health & safety and wellbeing of branch staff
- Ensure that the sales teams provide a professional, friendly and enthusiastic customer service experience, in person and via telephone/emails
- Build up and maintain good working relationships with customers and suppliers
- Effective liaison with external sales representatives regarding customer enquiries/orders/credit limits and their targets
- Maintain effective lines of communication with all staff, colleagues and departments to ensure excellent customer service.
- To be knowledgeable in all aspects of the Company's products ranges and to continuously update such knowledge or to request training in such areas as needed.
- Working in conjunction with the yard/shop stock controllers ensuring stock ranges and quantities are maintained at agreed levels.
- To be proficient in operating the computer software relevant to the position.
- Participate in Trade Shows and other "outside hours" work as and when required.
- Build solid working relationships with staff, encouraging their continuous improvement thereby establishing strong key employee retention and development.
- Generate a culture of continued improvement through performance coaching and leading by example in terms of commitment, enthusiasm and drive.
- Maintaining a clean, well-organised and properly merchandised store at all times.
- To make yourself familiar with and carry out your employee responsibilities as outlined in Company Policies and Procedures at all times, including the Health & Safety Policy and the Equal Opportunities Policy.
- Ensuring that all policies, procedures and controls are followed at all times.

- To participate fully in all training and personal development initiatives as required by the Company.
- To perform any other duties as and when required by Management.

*The above Job Description provides a comprehensive list of the main responsibilities of this role but it is not intended to be exhaustive as the job role will evolve and additional responsibilities will become part of it as time goes on. You may not be involved in carrying out all of the listed duties at all times but your line manager will keep you informed of what your responsibilities are at any given time.*

**Knowledge & Experience Required:**

- Previous Builders Merchants Branch Management experience would be a distinct advantage
- Previous Management experience for at least 5 years essential
- A strong understanding of the construction industry essential
- Full competence with standard software packages, including MS Word, Excel essential
- Experience in People Management and Health & Safety essential

**Essential Competencies:**

- Strong commercial acumen
- Strong ability to negotiate
- Excellent people management skills
- Effective team working and networking skills
- Excellent interpersonal and customer-facing skills
- Strong communication skills, both written and verbal
- The flexibility and willingness to learn
- Strategic Planning
- Problem Solving
- Dynamic, motivated & driven to achieve targets
- Excellent organisation and attention to detail

**Closing date: Friday 19<sup>th</sup> July 2024**

To apply please:  
Email CV to: MRice@mbm.ie

[Download application form](http://www.murdocksbuildersmerchants.com) from [www.murdocksbuildersmerchants.com](http://www.murdocksbuildersmerchants.com)

Murdock Builders Merchants is an Equal Opportunities Employer and welcomes applications from all sections of the Community.