Branch Manager

Stauffer Diesel Inc. – New Stanton, PA

Stauffer Diesel, a leading distributor of Deutz Industrial engines, FPT Industrial and Marine engines, and Mitsubishi Diesel Engines, throughout the Northeast and Midwestern United States, has an immediate opening for Branch Manager to oversee the day-to-day operations of our facility in New Stanton, PA. Our New Stanton facility is an intimate team of 5 in a location with large upside potential.

The successful candidate will be experienced in further development of a small team, growing them and the business, in capability and size. You will be managing service and parts operations, rolling up your sleeves and participating in daily efforts. You must demonstrate Servant-leadership and team development capabilities. The Branch Manager must also have a strong understanding of business development and general business practices, be committed to customer service, personal integrity and excellence. The successful candidate will gladly go the extra mile to meet customer and employees' expectations when appropriate.

The Branch Manager will supervise and coordinate the activities of all staff at the branch. Maintain a safe workplace environment, ensure compliance with applicable laws, and attract and retain qualified team members. It is the Branch Manager's objective to meet or exceed customer expectations, while maintaining annual profit targets.

Responsibilities:

- Establishes and maintains good working relationships with customers to encourage repeat and referral business.
- Forecasts goals and objectives for the Branch Location and strives to meet them.
- Prepares and administers an annual operating budget for SDI New Stanton
- Maintains reporting systems required by general management.
- Hires, trains, motivates, counsels and monitors the performance of all location staff.
- In collaboration with assistant manager, directs and schedules the activities of all employees.
- Assures Monitoring of technicians' daily productivity reports and corresponding payroll records.
- Facilitates and/or conducts technical training and recommends appropriate training schools as needed.
- Communicate with employees on a regular basis to ensure policies and procedures are followed, new policies and procedures are developed and approved.
- Appraise and document employee performance at regular intervals as required by company procedures, ensuring a plan for improving employee performance and potential. Meet with each employee at least once a year (on their anniversary date) to formally review their performance and discuss future performance, objectives and goals.
- Assures performance of day-to-day operations of the parts department, including customer phone and counter sales, shipping and receiving, and parts look up and distribution for the Branch Location service department.
- Oversee inventory control, maintain stock levels to assure acceptable fill rates for counter sales and service shop requirements,
- Oversee all service department operations, working closely with the Assistant Manager for job scheduling, customer follow up, repair quotations, technical support, etc.
- Review progress and accuracy throughout the work process, and at completion, in order to ensure that it has been performed correctly and efficiently.
- Monitor open jobs report, open sales orders and invoices monthly

- Bring fresh ideas and new perspectives for business growth, overall success, to foster employee & customer satisfaction

- Oversee facility overall appearance and safety, to ensure a positive customer experience in every interaction with Stauffer Diesel.
- Maintain a target customer list. Visits established customers and new prospects regularly
- Understands and ensures compliance with manufacturer warranty and policy procedures.
- Bring to the attention of upper management, any issues that could affect employee satisfaction, safety, company profitability and overall branch success.

Requirements:

- High school diploma required, additional experience with diesel or gas engines, a plus.
- Prior experience in a retail parts, service or manufacturing department, preferably in a dealership environment. Prior management experience is required.
- Proficiency in Microsoft Office operation and capabilities, prior experience with a parts department or service department operating system.
- Motivated self-starter who can work both individually and as part of a team.
- Above average attention to detail. Must be able to manage multiple projects, on a continuous basis.
- Sound decision making capabilities, considering the relative costs and benefits of the actions to be taken.
- Must possess good verbal, phone, and interpersonal skills, with job-appropriate proficiency in the English language.
- Willing and able to work outside of core business hours when required to meet customer needs and expectations.
- Ability to travel overnight, on a limited basis <20%.
- Must be able to climb stairs, stand for long periods of time and lift heavy objects up to 50 lbs., unassisted.
- Must possess a positive attitude, with the ability to look at every project as an opportunity to learn.
- Must have a valid driver’s license with a clean driving record.
- Must pass a drug test, background check and MVR check.

What we offer:

- Competitive wages
- Company paid training programs
- Health/ Dental/ Vision Insurance available
- 401k with company match
- Company paid life and disability insurance.
- Paid time off
- Clean, organized, modern work environment