

Branch Manager, TransAxle, LLC

The Branch Manager is critical to our daily success. Our Branch Manager must possess skills that ensure customer satisfaction and will represent the company in a professional manner. Branch Managers will be expected to drive their branch to maximize sales, drive peak employee performance and endure success through defined initiatives

- **Job Overview**

- To oversee all branch operations in order to ensure a professional, customer-oriented, business that strives to be the premier remanufacturer of transmissions, axles and hydraulics in the industry.
- Responsible for safety, reputation, efficiency and profitability
- Expected to uphold the highest ethical standards
- Display strong leadership skills

- **Duties and Responsibilities:**

- Overseeing and coordinating customer service at the counter, on the phone, in the shop, and with outside sales personnel to insure maximum customer satisfaction.
- Getting to know the customers, the customer's business and the needs of that business.
- Delegating work to employees as well as supplying leads to outside salespeople.
- Completing and communicating all personnel matters within the branch including hiring, evaluations, and terminations.
- Reviewing and completing all administrative functions in a timely, efficient manner.
- Present a neat, clean, professional appearance.
- General organizational and administrative duties.

At TransAxle, the branch manager is a vital member of the team, one who has a major impact on the parts sales and customer satisfaction. Accordingly, particular qualities and abilities are required for successful performance in this position, including:

- Excellent communication skills, including awareness of others and an effective listening ability.
- Excellent telephone skills.
- The ability to answer customer and employee concerns diplomatically, reacts professionally, and identifies solutions.
- The ability to learn and consistently follow sales and administrative procedures.
- Honesty and integrity.

The branch manager position requires a number of basic skills and conditions, including:

- A valid driver's license and the ability to pass a background check.
- PC skills and understanding of PC systems.
- Strong organizational skills.

Elements that are preferred, but not required for the position are:

- Mechanical aptitude or experience in automotive or truck mechanics.
- Previous sales experience, particularly in a truck environment.
- An ability to recognize opportunities for process and operational improvement.