

## POSITION DESCRIPTION

Position Title: Branch Manager Department: Operations

Location: LAX,BOS,AUS,PDX,SMF FLSA Status:  Exempt  Non-Exempt

Approved: \_\_\_\_\_ Date: October 2008

This Position Description identifies the major responsibilities of this job. It does not include all aspects of the position such as the potential additional duties assigned by superiors and the requirement for flexibility in helping others for the company's overall benefit.

**Position Summary:** (Major purpose or reason for position.)

Coordinate all aspects of import, export, domestic, warehouse / distribution and branch operations. Maintain staffing levels, provide customer and carrier interface. Ensure a safe, clean and functional working environment. Must ensure that the requirements of the ISO 9001 standards are met and that the requirements are adhered to. Must maintain and develop branch profitability. Must ensure that all TSA rules and guidelines are followed.

**Essential Responsibilities:** (Those which define the major aspects of the position and help to determine the degree of success in performance. Detailed duties are best specified on a job instruction sheet.)

- Provide leadership and responsible for all operations departments – Import, Export, Domestic, Distribution, Warehouse/Drivers and local sales rep's
- Manage branch operations and local sales personnel including staffing, training, and performance measurement.
- Ensure Compliance with all US Customs regulations for import and export shipments.
- Responsible for day-to-day operational functions including customer service, equipment maintenance, inventory control, warehouse, facilities, security, purchasing, leasing, claims, and accounting
- Work with the V.P. of Us Operation and Europe to resolve agent issues.
- Coordinate interdepartmental issues at the branch level
- Ensure C-TPAT program is enforced at the local branch level.
- Work with account managers and sales staff to assure customer satisfaction.
- Maintain operational profitability for the branch.
- Act as Branch ISO9001 Management Representative ensuring that the requirements of the ISO9001 standard are met and that the requirements are adhered to.
- Prepare rate quotations for agents as needed.
  - Monitor success of sales and marketing activities and measure against annual branch goals and objectives
  - Put in place the necessary processes and procedures to manage the sales activities.
  - Work with business development to develop and implement regional marketing strategies, plans and programs to maximize revenue.
  - Responsible for the performance and development of the Sales Representative.
  - Maintains accurate records of all pricings, sales, and activity reports submitted by Sales Reps.
  - Conducts one-on-one review with Sales Rep to build more effective communications, to understand training and development needs, and to provide insight for the improvement of Sales rep's sales and activity performance.
- Other duties as assigned

**Position Requirements:** (Specify the minimum knowledge, skills and abilities necessary to execute the key responsibilities listed above.)

- Five to ten years of industry experience or college degree and four years experience.
- Good overall understanding of freight forwarding/customs brokerage business and experienced in operations, and administration.
- Knowledgeable of industry/government regulations, L/C's, accounting.
- Strong communication skills..
- A self-starter with professional, good common sense, and strong problem solving ability
- Credibility to influence and direct at all levels of an organization.
- Candidate should possess excellent written, verbal, and listening skills.

**Reports to:** VP, U.S. Operations & Europe (Position)

**Supervises:** All Branch Employees including Export, Import, Domestic staff, billing agents, clerks and Drivers.

Employee Signature

Date: