**Position: Branch Manager-Illinois**

**Reports To: President and Vice President**

**FLSA Status: Exempt**

**Job Summary:**

The Branch Manager manages the day-to-day operations of the business and oversees the sales of Yamaha vehicles to commercial and retail customers while providing guidance and support to staff and superior service to customers while following the policies and procedures of Harris Golf Cars and state laws.

**Responsibilities:**

* Day-to-day operations:
  + Staff management: interviewing, selection, training, coaching/development, performance management, employee engagement and satisfaction as well as conflict resolution.
  + Department oversight: oversee sales, parts and service departments to achieve maximum profitability, performance and growth. Assist with creating short- and long-term goals and expectations.
  + Building and grounds: Ensure building and grounds are maintained and in good condition, report any concerns to the president and vice president. Act as a liaison between the company and various business relationships i.e. banks, local government, etc.
* Sales:
  + Provide excellent customer service to customers in person, over the phone or via electronic communications to sell vehicles, parts and service.
  + Build relationships with customers to encourage repeat business; respond to all sales inquiries in a timely manner, via phone, email, text, etc.
  + Inspect trade-in’s prior to trade value assignment.
  + Prepare quotes, production orders, delivery packs and perform final inspections of cars sold.
  + Photograph vehicles for website and review website pricing and content; report updates frequently.
  + Maintain an active “waiting list” for vehicles that are requested but not immediately available.
  + Maintain the showroom in an orderly manner; ensure vehicles are priced per the established guidelines.
  + Communicate and collaborate with other locations regarding fleet returns, fleet rentals, sales inquiries and vehicle transfers.
  + Attend trade shows, review industry magazines, websites, etc. to keep abreast of new trends and accessories; learn and understand local and regional competitors’ strengths and weaknesses.
  + Prepare quarterly wholesale activity and sales reports.

**Requirements:**

* 3-5 years of industry experience related to customer service, sales or management; golf car knowledge preferred;
* Excellent organizational, time management, multi-tasking and problem-solving skills required;
* The ability to manage multiple priorities and adjust to fast paced work flow changes effectively;
* Excellent computer skills;
* Driver’s License with suitable driving history;
* Adherence to all policies and procedures of Harris Golf Cars, DOT regulations and state/local laws

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit for long periods of time, walk, stand, talk, hear, use hands and fingers for keyboarding, drive and lift and/or move up to 85 lbs.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received the job description for the Branch Manager position and understand the expectations of the position.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: ­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Harris Golf Cars is an equal opportunity employer functioning under an affirmative action plan****.*