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| Job Title: | General Manager | Status:  | Exempt  |
| Department / Group: | Executive Management | Travel Required: | Yes |
| Position Reports to: | President / CEO | Position Type: | Full-Time |
| Salaried / Hourly: | Salaried |  |  |
| Reporting Positions: | Office Manager, Controller, Sales / Marketing Manager, Operations Manager, Production Manager, HR Manager |
|  |  |  |  |
| **Approved By:** |  | **Date:** |  |
| **Updated By:** |  | **Date:** |  |

**Position Summary / Purpose**

Provide leadership and vision to the organization by assisting the senior management team in developing the long-range strategic plan and annual plans for the company. Facilitate timely and profitable delivery of all services while meeting or exceeding company standards for quality and customer satisfaction. Maintain market leadership through staff development and continuous business process improvement.

Ensure the effective management of staffing, training, documentation, inventory, equipment purchases and maintenance, record keeping, housekeeping, and employee relations.

**Primary Duties and Responsibilities**

* Ensure accomplishment of the objectives as stated in the strategic plan through effective implementation and ongoing refinement of the Plan.
* Exceed company targets for Sales, COGS, Direct Labor, Net Profit, liquidity, cash flow, quality ratings, and customer satisfaction.
* Research and prepare analysis documents and proposals as needed to address market trends and assist the company in meeting its long-term goals.
* Develop profitable relationships with customers that bring value to both parties.
* Foster a team-oriented atmosphere consistent with the Vision, Mission, and Core Values of the company.
* Provide vision, leadership, and discipline regarding long-range fiscal planning and overall financial health of the company to ensure its continuity and solvency.
* Provide recommendations regarding the effective use of long and short-term debt including refinancing and purchasing.
* Oversee the development of compensation and employee benefit policies to attract and retain highly competent personnel at all levels of the company.
* Ensure employment compliance with all Federal, State, and Local regulatory agencies.
* Ensure the continued growth of the company by developing existing people, and assisting in recruiting and selection of new, talented people into positions of leadership within the organization.
* Maintain market leadership through consistent implementation of state-of-the-art technology pertaining to delivery of the company’s services and marketing to new clients and markets and focus on continuous process improvement across all departments.
* Negotiate and establish contracts beneficial to the overall success of the company while being sensitive to strategic relationships with company suppliers and partners.
* Work with the Operations Manager to maintain production capacity through adequate staffing, equipping, and supplying of operations.
* Achieve the highest degree of consistency in the implementation of company operating systems working with the Operations Manager.
* Build and maintain constructive relationships with professional advisors as accountant, attorney, banker, insurance agent, consultant, and other business constituencies.

**Additional Duties and Responsibilities**

* Provide recommendations regarding investments and cash strategies.
* Ensure that all Federal, State, and Local taxes are filed on a timely basis and according to mandated guidelines.
* Ensure company vendor and customer file integrity (documents, analytical information where required, communication notations, etc.)
* Oversee with the Sales / Marketing Manager the content, production and distribution of sales, marketing, and publicity material.
* Oversee preparation of the annual report summarizing progress on short and long-range plans.
* Oversee preparation of the annual budget and regularly evaluate variance reports.
* Participate in trade associations, community, charitable, and other organizations.

**Decision Rights and Authority**

* Establishing the long-term and short-term direction for the company.
* Development of the Strategic Plan.
* Purchases within the budget established in the Strategic Plan.
* Negotiating and establishing contracts.
* Establish compensation schedules and bonus programs.
* All issues and actions related to company policy.
* Authorize purchases of all vehicles and equipment in excess of $ \_\_\_\_\_\_\_\_\_\_\_

**Working Relationships and Scope**

* Regular communication with owner(s) and CEO regarding company performance and strategic issues.
* Clear understanding of, and effective communication among, Operations and Sales and Marketing functions to insure consistency of company capabilities and capacity with marketing and sales strategies, and target markets.
* Maintain strong working relationships with appropriate insurance industry, trade association, training provider, supplier, and community contacts.

**Performance Competencies**

* **Integrity**
Ironclad – Does not cut corners. Puts the interests of the business above self. Earns trust of co-workers. Intellectually honest, doesn’t play games.
* **Oral Communication**
The individual speaks clearly and persuasively in positive or negative situations. Effective in one-on-one, small groups, and in public speaking contexts. Adaptable and able to think on his / her feet. Demonstrates a command of the language. Easily articulates ideas and standards.
* **Written Communication**
Writes clear, precise, well organized letters, proposals, and emails. Uses proper grammar and punctuation. Demonstrates appropriate vocabulary and correct word usage.
* **Sound Judgment and Decision Making**
Demonstrates consistent logic, rationality, and objectivity in decision making. Achieves balance between indecision and uninformed hip shooting.
* **Team Building**Achieves cohesion and effective team spirit with subordinates. Sustains a climate characterized by open, honest relationships where differences are constructively addressed rather than ignored, suppressed, or denied. Shares credit.
* **Planning and Organizing**
Plans, organizes, schedules, and budgets in an efficient, productive manner. Effectively leads the long-range planning activities. Focuses on key priorities. Effectively juggles multiple projects. Pays attention to details where appropriate. Manages personal time well.
* **Money Management**
Demonstrates sound fiscal habits. Employs a disciplined approach to spending. Tracks expenditures. Works from a budget.
* **Negotiation**
Achieves favorable outcomes in win-win negotiations. Demonstrates effectiveness in salvaging tense situations.
* **Excellence**
Sets high, “stretch” standards of performance for themselves and their organization. Demonstrates low tolerance for mediocrity. Encourages individual initiative. Maintains a level of intensity sufficient to achieve long-range goals.
* **Coaching**
Actively and successfully trains people for their current assignments. Coaches and develops employees for promotion into positions in which they succeed. A people builder.
* **Technology**
The individual uses typical communication devices to effectively speed communication and appropriately utilizes company-approved estimating, customer contact management, standard word processing, and spreadsheet software tools to enhance efficiency and accuracy of work performed.

**Qualifications-Knowledge, Skills, and Abilities**

* **Education and Experience**

Bachelor’s degree in business, accounting, or related field or an associate degree plus ten (10) to fifteen (15) years of related experience and training or equivalent combination of education and experience. (MBA is preferred, but not required). Minimum of five (5) years of experience managing other managers. Broad business experience across multiple functions: Sales, Operations, Admin, Accounting, HR.

* **Financial Reports and Documents**

Proficient in reading and interpreting financial reports: Profit & Loss, Balance Sheet, and Cash Flow. Understands the relationship between the information on the reports and the business activities that generate them. Able to interpret results and translate into focused actions and performance tracking through Key Performance Indicators (KPIs) in appropriate areas.

* **Strategic Skills**

Identifies clear opportunities and threats. Accurately assesses the company’s strengths and vulnerabilities. Comprehends the big picture.

* **Constructive Confrontation**

Has the ability to solicit, process and integrate inputs and ideas from subordinates, peers, and executives. Recognizes areas of conflict or disagreement and deals with them through open and honest dialogue. Effectively provides feedback.

* **Conflict Management**

Exhibits understanding of the natural sources of conflict and acts to prevent or soften them. When conflicts emerge, effectively works them through to optimum outcome. Does not suppress, ignore, or deny conflict.

* **Mathematical Skills**

Able to compute rate, ratio, and percentages, interpret financial reports, and analyze performance against business plans and industry benchmarks.

* **Listening Skills**

Empathetic. Accurately tunes in to the opinions, feelings, and needs of others. Lets people speak. Listens actively, playing back a person’s point of view.

* **Computer Skills**

Demonstrates intermediate to advanced skill in the use of computers, the internet, PDAs, and other digital technology specific to the job as well as MS Word, Excel, and other industry-specific software.

**Physical Demands**

*The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently to stand and walk. The employee must regularly lift and / or move up to 10 pounds and frequently lift and / or move up to 25 pounds.

**Working Conditions**

* General Manager’s work includes a variety of locations ranging from a typical office environment, traveling to and meeting with customers and clients at their facilities, reviewing progress of ongoing projects, and inspection of completed work. Daily exposure to the shop where vehicles and equipment are housed and maintained is expected. Employee will occasionally encounter facilities where standing water and sewage are present, heat is unavailable due to lack of utilities, fire damage has occurred, and mold or other organic growth exists.
* Noise level in the work environment is usually quiet.

**EMPLOYEE POSITION ACKNOWLEDGMENT**

I have read and understand the duties and responsibilities of my position as General Manager.

I have been provided with a copy of the company’s Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

**SIGNATURES OF ACCEPTANCE**

Signing on behalf of this position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

Signing on behalf of the Manager’s position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

***This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor***