

PANAKEIA JOB DESCRIPTION

TITLE: Branch Manager
DEPARTMENT: Home Oxygen - Branch Operations
REPORTS TO: District Manager
REVISION DATE: April 19, 2021

POSITION SUMMARY

The Branch Manager manages policy deployment in the areas of development, techniques, quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls, and company performance measures. Is responsible for the overall direction, coordination, and evaluation of the branch. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. This position will be accountable for the results of the branch, must be able to work through the team to motivate, train, delegate and achieve results month over month.

Veterans are encouraged to apply.

Essential Job Functions

- Provides leadership for problem resolution to facilitate improvements and enhance working relationships.
- Manages material requirements to increase inventory turns and reduce levels on hand.
- Ensures compliance with company standards for The Joint Commission (TJC), cost control, waste reduction, quality, safety, and complete and on-time delivery.
- Determines operations headcount needs and ensures compliance with company policies.
- Ensures compliance with company needs for capital investments and improvement projects.
- Manages compliance with state and federal regulations.
- Directs branch operations through a team.
- Manages operations to facilitate the use of human and automated resources to achieve maximum productivity and profitability.
- Maintains contract compliance and good relations with contracted Veterans Affairs employees.
- Reviews ongoing performance results and identifies needs of employees. Implements coaching or mentoring partnerships as appropriate.
- Maintains a favorable working relationship with all employees to promote a cooperative and harmonious working environment in order to facilitate positive employee morale, productivity, and continued improvement.
- Communicates clearly and directly with employees concerning performance expectations, productivity, and accountability.

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- Responsible for suggesting methods to improve branch operations, processes, efficiency and service to both internal and external customers.
- Develops employees for future advancement when possible.
- Perform other related duties as assigned.

Supervisory Responsibilities

- Manages the Branch staff up to **10** employees.
- Is responsible for the overall direction, coordination, and evaluation of this unit.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Physical Demands

- Regularly lift/carry items weighing up to 30 lbs.
- Occasionally lift and/or move up to 150 lbs.
- Frequent prolonged standing, sitting, and walking.

Competencies (Knowledge, Skills and Abilities)

- Must be proficient at Microsoft Word, Excel, PowerPoint
- Ability to solve practical problems.
- Ability to read, analyze, and interpret professional journals, procedures, or regulations.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and answers to questions from groups of managers, clients, and customers.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Excellent written and verbal communication skills
- Ability to understand and articulate services that Company offers.
- Excellent customer service skills.
- Technical skills in materials and inventory management, delivery scheduling, and preventive maintenance.

Employment is contingent on:

- Background investigation
- Drug Screen
- Maintains a valid Driver's License.

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Educational and Experience Requirements

- Bachelor's degree (B.A.) from four-year College or university; or four to six years related experience and/or training; or equivalent combination of education and experience.
- Experience in measurement of performance to company goals and standards and establishment of targets for improvements in safety, quality, cost, delivery, and employee relations

Benefits

- Medical, Prescription, Dental and Vision plans
- Paid Time Off and Paid Holidays

Work Environment and Environmental Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. No or very limited exposure to physical risk.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

By signing this acknowledgment electronically, I agree that my electronic signature is the legally binding equivalent to my handwritten signature.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date