Assistant Branch Manager

Job Summary

The Assistant Branch Manager partners with the Branch Manager to ensure operational effectiveness of the branch and maximize team performance. This includes a responsibility for gaining new business for the branch.

Job level: Manager

Competencies

Team Leadership (Level 3)

Assuming a leadership role in helping others achieve excellent results.

Builds strong teams

- Addresses gaps in team expertise.
- Resolves conflict among team members through fair procedures, respecting each person's feelings.
- Delegates authority to match responsibility, holding staff accountable for agreed upon commitments.
- Supports staff in taking independent action, providing coaching along the way.
- Delegates responsibility rather than taking charge or micro-managing when staff have the capability.

Digital Literacy (Level 3)

Engaging with digital technologies to accomplish goals and solve challenges in the workplace.

Uses digital technologies in a wide range of standard and non-standard activities.

- Evaluates the quality of information obtained through online searches.
- Uses digital technologies (e.g. cloud-based platforms) to facilitate collaboration and accomplish goals.
- Produces reports from the organization's digital assets to inform decision-making.
- Identifies security concerns that could adversely affect the organization, such as a lack of back-ups or virus protection.
- Experiments with multiple software solutions to determine the most appropriate option for producing the desired effect.
- Utilizes standard features available to regular users in industry specific software.

Visioning and Alignment (Level 3)

Actively shaping and communicating the organizational vision and values to ensure understanding and alignment throughout the organization.

Aligns program/ operational support

- Develops and implements programs and processes aligned with the strategic direction and vision.
- Monitors current developments and trends that may affect implementation of organizational direction, programs or plans.

Client Focus (Level 3)

Providing service excellence to internal and/or external clients.

Provides added value

- Looks for ways to add value beyond clients' immediate requests.
- Addresses the unidentified, underlying and long-term client needs.
- Enhances client service delivery systems and processes.
- Anticipates clients' upcoming needs and concerns.

Fostering Learning and Development (Level 3)

Supporting others to develop and learn, recognizing their achievements, and building an organizational culture where knowledge and growth are valued and rewarded.

Empowers others for ongoing learning and development.

- Provides opportunities for development activities to encourage high performance.
- Encourages others to take responsibility for managing their own learning.
- Assembles teams with complementary skills, promoting a supportive environment for team members to be self-directed and learn from each other.
- Supports team members to take risks and explore new approaches.
- Encourages team members to ask questions and express their thoughts about their work.

Embracing Diversity (Level 3)

Recognizing, valuing, and leveraging the unique perspectives, experiences, and talents of every individual; promoting cross-cultural understanding, fairness and inclusion throughout the organization.

Builds relationships with teams across lines of differences, contributing to diversity and inclusion in the organization.

- Encourages teams with varied backgrounds to contribute their experiences and views in the organization's work.
- Builds consensus in cross-functional collaborations.
- Promotes collaboration and exchange of ideas between different teams.
- Seeks to understand other teams' expertise and work style, in order to identify opportunities for synergy.
- Builds ideas, products, and solutions based on a range of perspectives.
- Leads cross-functional initiatives/programs to address diversity and inclusion issues.

Business Development (Level 3)

Researching and approaching new clients and markets in order to acquire new customers for the company.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Represents the organization in face-to-face meetings with customers.
- Connects with multiple contacts within the prospective customer's buying process.
- Qualifies the right product / services solution to fit the customer's needs.
- Uses differing sources of information to develop quotes and proposals.

Concern for Safety (Level 3)

Identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others.

Applies the competency in the full range of typical situations, requiring guidance in only the most complex or new situations.

- Promotes a safe and healthy work environment.
- Identifies potentially hazardous situations that are not apparent to others.
- Enforces safety procedures in compliance with health and safety regulations.

Responsibilities

Business Operations

- Participate in branch audits and certifications to ensure branch compliance with policies and procedures
- Coordinate daily and weekly branch meetings
- Ensure health and safety compliance by all in branch
- Resolve sales escalations and complaints
- Partner with managers to ensure operational effectiveness of the branch and maximize the performance of the team
- Provide ongoing feedback and recognition of branch staff, as appropriate
- Ensure that all branch staff are involved in community activities to enhance the public image of the organization
- Assist with the annual performance appraisal process of branch employees
- Develop and implement local sales campaigns to achieve specific branch targets, and ensure that the effectiveness of sales campaigns is measured and reported as required
- Mentor and coach staff on overall sales effectiveness, and engage them to actively participate in branch sales and initiatives that put customers first

Knowledge Areas

- Coaching (Intermediate)
- Human Resources Management (Intermediate)
- Labor and Employment Laws (Intermediate)
- Microsoft Office Suite (Intermediate)