



Job Description

Job Title: Branch Sales Manager
Department: Branch Management
Reports to: Corporate Upper Management
FLSA Status: Exempt: 8am to 5pm minimum, Monday – Friday (45 hours per week) (Salary plus bonus plan)

Summary:

Oversees Branch sales operations to include a team of sales representatives and administrative support staff. Supervises and coordinates branch sales objectives according to corporate guidelines and ensures proper branch hiring and training. Responsible for Branch Office profit and loss statements, sales paperwork, maintains thorough knowledge of products and provides various operational support to corporate upper management.

Essential Duties and Responsibilities:

- Achieve financial objectives and growth by meeting targeted net income, profit and equipment sales budgets by successfully managing the sales team and operations.
- Maintains a well-balanced customer base of at least 25% new customers and placements.
- Supervises and evaluates the activities of the Branch Office administrative personnel and sales staff based on published criteria in the Systel Sales Playbook.
- Establishes sales goals by forecasting and developing annual sales quotas for sales reps and projecting expected sales volume and profit monthly, quarterly, and annually.
- Build and promote strong customer relations through visits or telephone communications and handle escalated customer issues to avoid corporate involvement unless necessary.
- Timely and accurate review of all monthly sales and service reports, GPS and expense reports, promotions, policy updates, memos, and branch profit and loss statements.
- Timely review and submission of sales orders, paperwork, and commission worksheets.
- Maintains necessary number of KM & Ricoh dedicated sales staff to meet sales budgets by continually recruiting, selecting, coaching, and training new sales reps.
- Maintains positive and controlled work environment by counseling and disciplining employees based on company policies; planning, tracking, and evaluating sales, quotas, and overall job performance.
- Contributes to overall company efforts by accomplishing related results and assisting the corporate office as needed.
- Maintains Industry and technical knowledge of products, CRM software as well as company programs, promotions, and policies by attending routine product training, reviewing Company and Industry publications, establishing personal networks, and participating in continuous education through webinars, conferences, management meetings and workshops.
- Maintains new and current multi manufacturer product mix in demo room directed by supply and demand, changing trends, and corporate demo plans.
- Maintains property and building systems by notifying or contracting maintenance services, landscaping and snow removal services and manage employee security by establishing and



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enforcing precautionary policies and procedures and responding to after-hours alarms or emergencies.

- Complete time & activity form and submit to Corporate Management weekly
- Maintain territories for a new hire database at all times with 50% new customers and 50% existing.
- Maintain specified House accounts working directly with Service that would qualify towards fleet or new customer manager bonus criteria for monthly bonus calculations.

Qualifications:

- BS/MS degree in business administration or a related field
- Successful previous experience as a sales representative or sales manager, consistently meeting or exceeding targeted budgets
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization
- Proven ability to drive growth and complete sales processes from forecasting to closing
- Strong business and technology sense as well as industry expertise
- Effective mentoring, coaching and people management skills