



the carpenter group

JOB TITLE: General Manager

DEPARTMENT: Office

REPORTS TO: President & Vice President of the Company

EFFECTIVE DATE: June 2015

SUMMARY: Responsible for overseeing all aspects of his/her branch's operation including sales, production, inventory control, collections, and processing of paperwork for corporate office. Ensures that operations run smoothly and according to company policy.

DUTIES AND RESPONSIBILITIES:

- Responsible for implementing the company's policies and procedures
- Ensure that supervisors implement and support the policies with their staff
- Ensure that vendors and suppliers continue to meet the needs of the company
- Screen, interview, hire and train supervisors and staff that report to General Manager
- Provide required discipline, evaluations and feedback for employees to be successful
- Travel, attend conventions, and entertain customers on occasion
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises employees.
- 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.

QUALIFICATIONS:

- Bachelor's Degree (BA) or related experience and/or training

- Proficient in contact management, internet, inventory, manufacturing, order processing, spreadsheet, and word processing software
- Valid driver's license required
- Leadership skills
- Ability to develop good relationships with staff, customers, and vendors
- Managerial and industry sales experience preferred.

COMPETENCIES:

- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
 - Frequently required to walk.
 - Occasionally required to sit.
 - Frequently required to use hands and fingers.
 - Occasionally required climb, balance, bend, stoop, kneel or crawl.
 - Continually required to talk or hear.
 - Frequently required to lift/push light weights up to 50 pounds
 - Specific vision abilities required for this job include: close vision, distance vision, peripheral, depth, and ability to adjust or focus
 - Exposure to wet and/or humid conditions
 - Exposure to moving mechanical parts
 - Exposure to high, precarious places
 - Exposure to fumes, airborne particles, or toxic chemicals
 - Exposure to outside weather conditions
 - Exposure to extreme heat.
 - Exposure to extreme cold.
 - The noise level in the work environment usually is loud
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The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.