

Job Title:	Branch Manager	Job Category:	Exempt
Department/Group:	US Operations	Reports To:	General Manager

Job Description

Responsible for the safe and secure operation of our armored transportation operation, facility, directing employees, ensuring company policies and procedures are observed, and driving financial results that meet or exceed established budgets.

End-to-end accountability for site profitability, quality, and risk. Leadership and oversight of operations managers, supervisors, and employees. Management of daily operational activities and various levels of customer engagement and reporting.

RESPONSIBILITIES:

Provides daily leadership, coaching and feedback to direct reports including: managers, supervisors, and employees.

Leads and supervises all operational activities to ensure customer expectations and Service Level Agreements are met.

Attains unit's assigned financial results including maintaining and growing revenue, expense control and achieving operating profit as well as support and teamwork to ensure attainment of entire branch's financial goals.

Ensures compliance with and training on all company policies including state and federal regulations. Ensures compliance with and training on customer specific requirements and meets all Customer audit expectations.

Provides input to General Manager and Regional Vice President for assigned team members on decisions including: salary planning, performance management, hiring and termination recommendations. Delivers supporting documentation to team members.

Oversight of scheduling activities to ensure adequate coverage while meeting Customer metrics, financial goals and human resource guidelines.

Monitors daily, weekly and monthly productivity standards and holds team members accountable for meeting or exceeding goals and recognizes success.

Ensures all safety and security procedures are followed by the employees. Provides active coaching, training and mentoring to achieve these results.

May represent GardaWorld on internal and external customer interactions.

Ensures all valuables are tracked and delivered/received according to customer requirements. Balances the vault and any inventories at the end of each day.

Recruits and trains new employees.

Ensures employee qualification compliance with Department of Transportation guidelines, and state/county guard and weapons requirements.

Ensures vehicle safety and fitness through contact with vehicle services.

Ensures ongoing training and development of team members. Document all completed training and be able to provide training documents as requested.

Holds employees accountable to production standards, work schedules and absenteeism.

Completes daily billing and route productivity reports. Identifies gaps and fix root cause.

Provides data for Payroll reporting, service incentives, worker's compensation and vehicle crash/accident reports.

Travel required – 25%.

Performs other duties as required.

SUPERVISORY RESPONSIBILITY:

Daily coaching, mentoring, and supervision of operations managers and/or route supervisors.

SKILLS/QUALIFICATIONS:

Minimum 3-5 years of management experience in transportation or related logistics field.

Previous work experience in a union environment preferred.

High school diploma or general equivalency diploma required or equivalent work experience. Bachelor's degree preferred.

Valid state driver's license and the ability to obtain a commercial license.

Maintain an acceptable driving record per company standards.

Current guard and gun permits or licenses required (or must obtain within allotted timeline).

Familiarity with Microsoft Office products such as Word, Excel, Outlook, and PowerPoint.

Ability to give clear oral and written instructions and have the ability to train and lead employees.

Must be able to clearly communicate effectively, both orally and in written documents, with customers, colleagues, and supervisors in person and by radio or telephone, before groups and in interpersonal situations.

WORK SCHEDULE:

Requires a flexible work schedule based on operational needs. Variable working days and hours based on location, staffing levels and work activities. Overtime, weekend and holiday work may be required.

WORKING CONDITIONS:

May work both indoors and outdoors in all types of lighting and weather conditions, including but not limited to heat, sun, rain, snow and ice.

Noise level in the work environment may range from moderate to loud.

Wearing of company provided uniforms as required.

Personal protective equipment may be required, such as firearm, holster and uniform.

Bullet resistant vests are supplied by GardaWorld Cash Services and are recommended for use.

This is a Safety-Sensitive position and is subject to all provisions of the GardaWorld Cash Services Drug and Alcohol policy, and/or department of transportation substance abuse testing and periodic medical recertification.

Meet the requirements to maintain a DOT medical examiner's certificate.

Have a full range of motion and ability to stand, walk, sit, stoop, bend, twist, climb, balance, kneel, crouch, crawl, ascend/descend steps, etc., including while carrying objects weighing up to fifty pounds and occasionally lift and/or move up to 100 pounds with assistance.

Have normal day and nighttime vision, corrected or uncorrected.

Have normal hearing, with or without device, so as to be able to safely operate armored vehicles and to protect the safety of oneself and others while in the active right of way.

Ability to sit and stand for extended periods of time, up to 6-8 hours a day.

Have normal manual dexterity.

Ability to safely maneuver, steer and stop a large armored vehicle in various road and traffic conditions.

Have the ability to properly and safely utilize one or more types of firearms.

Subject to substance abuse testing under company policy and possibly Department of Transportation guidelines.

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

BENEFITS & COMPENSATION:

We offer competitive wages and a great benefits package for full time employees: medical, dental, vision, holiday pay, paid vacation, 401K plan and much more!

Candidates must meet the company's hiring criteria to include a pre-employment background investigation and drug test. Physical exam and other testing may be required.

EOE, Drug Free Workplace