

Branch Manager

Reports To: General Service Manager

Summary: The Branch Manager will supervise all employees focusing on maximizing productivity, ensure customer satisfaction, and guarantee all branch functions are processed efficiently and correctly. This role will manage employees, delegate work, review performance & profitability indicators, oversee processes, ensure a seamless customer experience, and develop bench strength along all lines of business.

Responsibilities:

- Coordinate the activities of the shop technicians throughout the day to maximize productivity.
- Assist walk-in customers and callers with service orders, parts, technical support, sales, and rental needs.
- Prepare and process work order documentation in an accurate and timely matter.
- Optimizing the customer service experience by advising them on the course of action in repairs, before, during, and after the work is completed.
- Achieve financial objectives and make decisions to positively impact the profitability of the store.
- Proactively advise customers of upcoming parts and service needs.
- Maximize the customer and dealership warranty reimbursement claims by collaborating with the warranty administrator and service technicians.
- Manage payroll, productivity and staffing at the branch against established performance expectations and objectives.
- Open, maintain, and invoice rental contracts.
- Promote a culture of safety and discipline through leadership, personal compliance, accountability, and communication.

Requirements:

- Three years' experience in branch supervision and customer service.
- Understanding of a profit and loss statement.
- Knowledge of construction equipment or dealership experience.
- Proficient in Microsoft Office and general knowledge of dealer business systems.
- Excellent written and oral communication skills.
- Strong work ethic, ability to multi-task, and team first mentality.
- Valid driver's license with acceptable driving record.
- Associate degree or above preferred.

Benefits:

Missouri
Fenton
2300 Cassens Dr.
Fenton, MO 63026
636-343-9970

Cape Girardeau
199 Airport Rd.
Cape Girardeau, MO 63702
573-334-9937

O'Fallon
2999 Mexico Rd.
O'Fallon, MO 63366
636-332-9970

Illinois
Quincy
2625 North 24th St.
Quincy, IL 62305
217-222-5454

Springfield
4375 Camp Butler Rd.
Springfield, IL 62707
217-744-2233

Caseyville
8853 Petroff Dr.
Caseyville, IL 62232
618-397-9971

Luby Equipment offers a competitive compensation and benefits package to include:

- Medical
- HRA Deductible Reimbursement Plan
- Dental / Vision Insurance
- HSA/Flexible Spending Account
- Paid Vacation and Sick Time
- 401(k) + Matching
- Life Insurance

We are an equal opportunity employer and prohibit discrimination/harassment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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