



959 South Kipling Parkway, Suite 200
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www.coloradonga.org

Job Posting

Branch Manager

Date Posted: September 12, 2019

Location: Denver Wholesale Florists (DWF), Denver, Colorado

Please Contact

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Job Description

The Branch Manager is responsible for the operational and financial excellence of their branch. This position is critical to Denver Wholesale Florists; the Branch Manager ultimately impacts the profitability and long-term success of the company by leading, inspiring and training a team, creating a positive work environment, exceeding customer expectations and ensuring revenue, margin and bottom line growth

Responsibilities

Operations

- Meets company goals for revenue, gross profit, cost controls and overall profitability.
- Reviews sales, open orders and gross profit reports daily to monitor branch performance.
- Maximizes the return on company assets including accounts receivable collections, inventory management and the proper use of facilities, equipment and vehicles.
- Prepares for and participates in monthly branch review meetings with company executives; reviews the monthly branch financial package, identifies opportunities, key challenges and operational successes.
- Executes initiatives within the branch, as identified during the monthly review meetings.
- Assists in the rollout of new company programs, policies and procedures, as requested.
- Conducts team meetings at least twice per month to include review of financial results, discussion of customer and employee needs, communication of changes and initiatives, and proactive planning for holidays.
- Reviews and responds to emails/texts daily to stay current on communications from the corporate office, employees, customers and vendors.
- Monitors competition by gathering current marketplace information on pricing, new and existing products, trends, etc.
- Creates annual financial budgets and capital acquisition requests.
- Develops sales strategies and seasonal programs to attract new customers to meet sales goals.
- Establishes or monitors sales pricing to achieve sales goals and gross profit targets.
- Develops and maintains timely and efficient delivery routes.
- Visits customer locations to understand product and service opportunities along with overall business needs.
- Develops annual goals for sales reps and reviews performance monthly with them.

- Monitors vendor performance and executes and/or monitors product buying to maximize sales, gross profits and inventory turns while minimizing product dumps and write-offs.
- Pulls product when necessary to fulfill customer orders.
- Resolves customer complaints by investigating problems and identifying solutions.
- Ensures the collection of accounts receivable and participates in monthly credit review meetings with branch Bookkeeper, Credit Manager and CFO.
- Maintains confidentiality of customer information, 100% of the time. • Ensures PCI compliance for all credit card information, 100% of the time.
- Assists with the unloading of products shipped from company vendors, as needed.
- Walks coolers daily to review inventory levels and product quality.
- Conducts bi-weekly physical counts of fresh inventory and semi-annual counts of hardgoods inventory.
- Ensures the correct coding of vendor invoices including the timely and correct recording of product inventory.
- Plans and organizes daily work schedules based on available staffing.
- Reviews timekeeping prior to finalizing payroll bi-weekly.
- Ensures the proper maintenance of company facilities and equipment.

Team

- Develops strong working relationships within the team to ensure each member is treated with respect.
- Leads by example and models expected behaviors.
- Delegates duties to employees and follows up to ensure thorough execution.
- Ensures branch is staffed for excellence.
- Recruits and interviews employees, as needed.
- Effectively trains and develops new and existing employees.
- Creates and maintains a positive employee culture measured by low turnover.
- Addresses employee relations issues within 48 hours of occurrence and informs human resources and executives, as needed.
- Communicates expectations to the team in a professional, clear and detailed manner.
- Meets with employees to review strengths and areas of opportunity.
- Ensures communication of business results to all employees.
- Coordinates and leads employee development and engagement.
- Communicates operational changes to employees.
- Ensure 100% compliance with all employment laws, company policies, guidelines and procedures and coordinates with the corporate office, as needed.
- Ensure a safe working environment for employees and customers.
- Reports harassment and/or discrimination issues via email within eight hours to Human Resources and President.

Skills/Qualifications

- Customer centric, strong commitment to supporting the customer. • Strong verbal communication and listening skills; ensures information is passed on to others who should be kept informed.
- Self-starter who works independently and in a team environment.
- Thrives in a fast-paced environment.
- Exhibits sound judgement; anticipates the implications and consequences of situations and takes appropriate action to be prepared for possible contingencies.
- Maintains a professional, calm and tactful demeanor.
- Manages multiple projects and timelines with a sense of urgency and follow through.



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- Well organized, analytical and detail oriented. • Follows direction with focused attention.
- Exhibits initiative.
- Willing to learn.
- Proficient in Microsoft Office.
- Minimum five (5)+ years of business and management experience.
- Possess floral knowledge.