



Job Title:	Home Electric Branch Manager - Niagara Hamilton	Job Category:	Electrical
Division:	Home Electric	Hours	40/week
Location:	St. Catharines & Hamilton	Travel Required:	Occasional (site & client visits)
Salary:	\$80,000-100,000, plus potential bonus earnings	Position Type:	Full-Time
Reports to:	COO	Date Posted:	November 3, 2023
Will Train Applicant(s):	Depends on Applicant's Qualifications	Posting Expires:	N/A
External Posting URL:	N/A		

EMAIL:

careers@kraun.ca

MAIL:

Kraun Electric
 Recruitment Department
 45 Wright Street
 St. Catharines, ON L2P 3J5

Our Values - SPARK

Our company values are at the core of everything we do. How we do our work is equally important as what we do for work. We hire people who align with these values. We call them our SPARK values.

Position Summary

Are you a dynamic leader with strong sales, account management, and employee engagement skills? Do you have a proven track record of driving success? Join our team as the Home Electric Branch Manager and play a pivotal role in expanding our customer base through effective strategies and dynamic leadership.

As the Branch Manager, you will lead residential service operations, focusing on seamless internal functioning and robust customer relationships. Your role encompasses managing a team of electricians, coordinators, and team leads. You'll work closely with the marketing department to promote key initiatives, ensuring our competitive edge in the marketplace.

Core Responsibilities

Lead, Manage and Maintain Accountability (LMA)

- Supervise Team Leads, Coordinators, and Electricians, ensuring seamless service delivery, high customer satisfaction, and strict safety compliance.
- Drive the hiring, training, and performance evaluation processes with the CHRO.
- Promote a culture of continuous improvement and personal growth, offering regular coaching and mentorship.

- Regularly monitor and be accountable for the branch's scorecard results.
- Champion an engaging, inclusive, and positive workplace environment where team members feel valued, motivated and excited to refer their peers to join our team.

Sales & Client Relationships

- Meet divisional sales goals by managing inbound leads and initiating proactive outside sales efforts.
- Expand the customer base by promoting exceptional customer service and training team members to deliver the Kraun Experience.
- Handle customer complaints promptly, ensuring their satisfactory resolution.
- Attend networking events and home shows relevant to the Home Electric division.
- Set up in-house events for prospective or existing customers to showcase our offerings.
- Organize in-person meetings with clients.
- Work closely with the Marketing team to generate new initiatives targeting potential customers.

Financial Management

- Strategize to meet the company's annual sales and profitability goals.
- Monitor work order profitability and identify opportunities for process improvement to increase overall profitability.
- Regularly review revenue, gross profit, and overhead spending to ensure financial targets are met and spending is controlled.
- Maintain accountability for all budget aspects and ensure alignment with corporate financial objectives.

Operations & Process Management

- Ensure the branch complies with all regulatory demands and company policies.
- Suggest new administrative policies and procedures to foster a culture of continuous improvement.
- Foster a safety culture and manage operational risks.

Other

- Collaborate with the COO to establish quarterly goals and appropriate milestones for the department's success.
- Lead special projects and perform other duties as assigned.
- Meet or exceed established measurables laid out in the Service Scorecard. These include sales, profitability, client and employee engagement/satisfaction, and continuous development and are set annually.

Qualifications and Education Requirements

- 309A Construction-Maintenance Electrician License preferred.
- Degree/diploma in engineering, business, finance, or a related field preferred.
- Demonstrated experience in financial analysis, tracking, budgeting, and resource planning.
- Prior experience leading a high-performing technical team, including field service staff.
- Proficiency in using digital tools and software for business operations.
- Must possess a valid Ontario Driver's License in good standing and vehicle insurance.

Preferred Skills

- Demonstrated leadership abilities. This role requires making strategic, informed decisions that drive our mission forward. Our ideal candidate is a solution-oriented individual, skillful in conflict resolution, and consistently adopts a proactive approach to challenges, transforming them into opportunities for growth and improvement.
- Proven sales ability in both a B2B and B2C environment.
- Strong interpersonal, written, and verbal communication skills with full proficiency in English.
- Proficiency in Microsoft suite and ability to learn new software programs quickly.
- Ability to consistently meet deadlines and manage work tasks efficiently.
- Understanding of the electrical construction industry.
- Proven ability to cultivate relationships with team members, clients, and prospects.
- 5+ years' experience effectively managing business operations and leading a high-performing team

Tools Provided

- Computer technology to work effectively
- Cellphone
- Professional training courses as deemed helpful

Working Environment & Physical Demands

- Primarily office setting with prolonged sitting.
- Routine use of standard office equipment.
- Kraun's business hours are Monday-Friday, between 7:00 a.m. & 5:00 p.m. Occasional travel and work outside of regular hours to attend meetings, trade shows and other events will be required.
- The compensation reflects an average of 40-44 hour workweek with any additional hours at the employee's discretion.

Compensation

- Benefits per company standard policy
- Deferred Profit Sharing contribution 4%, another 2% if you contribute 2%
- Hours: Based on 40 to 44 hours per week. You will work as required to achieve position goals: no lieu hours or overtime.
- Company vehicle provided
- Boot Allowance