

# Branch Manager

## THE COMPANY

Founded in Namibia, in 1980, our client is the leading stationer in Southern Africa. Since its inception, the organisation has grown significantly from an initial 11 employees to a current staff complement of well over 220 employees. Our client is committed to providing quality stationery to their retail and commercial customers countrywide. Our client also supplies IT consumables, hardware, and high-end office furniture. In their quest to enhance the footprint of their 4th largest branch, situated in the northern region of Namibia, our client is currently in search of a proactive, performance-driven, and self-motivated individual, who embodies integrity and accountability, to fill the Branch Manager position at their **Ondangwa Branch**.

## THE POSITION

The successful candidate will report directly to the Regional Manager. However, he/she will not face restrictions regarding direct contact with the Managing Director. Although the successful candidate will primarily be responsible for the retail business, commercial business exposure is also important for this role. As the Accounting Officer for the branch, the successful candidate's responsibilities will include; setting team goals and targets, ensuring existing company policies and procedures are adhered to and consistently applied, conducting performance reviews to ensure that targets are met, and conducting competitor analyses. Moreover, the successful candidate will also be responsible for; staff development, enhancing efficiency, driving sales, enhancing reviews, and capacity building. The successful candidate will prepare weekly reports that are later used for monthly reports, which reflect branch sales by category, rep sales, stock days, overstock and deadstock, and commercial vs retail sales. The successful candidate should demonstrate an ability to penetrate the market. He/she should possess the confidence to willingly approach customers in order to promote high-end office furniture purchases, so as to grow the business. The successful candidate should provide a supportive and empowering organisational climate, in which innovation thrives and in which he/she is able to drive a performance-oriented culture. Although directives are provided by head office, the successful candidate will be afforded the creative autonomy to decide how to execute those. As such, the successful candidate should demonstrate an entrepreneurial spirit and vision, so as to effectively direct the business functions. There is a significant variance in the way business is conducted between regions and branches. For that reason, it is important for the successful candidate to understand and be conversant with the local culture.

### KEY AREAS OF FOCUS

- **Stock:** Management and control of all aspects of stock, including; holding, storing, ordering, and delivering of stock as well as ensuring stock is properly accounted for at all times.
- **Cash:** Management and control of all aspects of cash, including; cash on delivery sales, petty cash, and account payments.
- **Fixed Assets:** Management and control of all fixed assets, including; motor vehicles, fixtures, fittings, office equipment, computer equipment (hardware & software), and all other capital items.
- **Debtors:** Management of all aspects of credit control relating to amounts owing in respect of sales made by the branch, including; cash sales, cash on delivery sales, and sales to staff members.
- **Performance reviews:** Measuring staff performance, reviewing reports and quality assurance of work performed, regular reviews and appraisals of staff performance.
- **Timekeeping:** Ensure that the timekeeping of staff is properly monitored and controlled.
- **Sales:** Line exception reports should be reviewed on a daily basis, so as to ensure that adequate gross profits are being achieved and maintained. Review weekly sales reports, so as to evaluate the performance of individual sales reps.
- **Competitor Analysis:** Identify competitors and evaluate their strategies to determine their strengths and weaknesses relative to those of your own product or service.

## THE PERSON

### MINIMUM REQUIREMENTS

- A relevant degree/diploma from a recognised tertiary institution.
- 7 years of retail experience, of which 3 have been in a supervisory/managerial role.
- Fluent in English, Afrikaans, and Oshiwambo.
- Knowledge of Axapta system would be an added advantage.
- Knowledge and thorough understanding of stock, stock management, control, and distribution.
- Thorough understanding of logistics and ability to plan delivery routes, work with trip sheets, and collaborate with couriers.

### COMPETENCY REQUIREMENTS:

- Ability to grasp the business concept and optimally utilise human capital.
- Ability to thrive in a culture where deadlines are critical and performance expectations are demanding.
- Exceptional verbal and written communication skills.
- Client and customer orientation and understanding.
- Energetic, agile, dependable, and impeccable integrity.
- Ability to effectively manage large and rigid workloads.
- Strategic, collaborative, and able to provide timely feedback.
- Resilient, dynamic, and able to persevere in a highly pressurised environment.
- Ability to establish strong teams that rally around the mission and vision of the organisation.
- Ability to improve services, so as to survive and successfully compete in the current economic climate.
- Ability to identify problems, employ problem-solving techniques, and facilitate problem-solving processes in order to resolve issues within the work environment.

## INTERESTED?

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **23 August 2019** and suitably qualified Namibian individuals are encouraged to apply. We request that you e-mail your CV to **cameron@potentia.com.na** for the attention of **Mr Cameron Kali**. If you have not received an acknowledgement of your application within 2 working days, kindly contact us on 061 381 000. Please be advised that **all applications will be handled exclusively by Potentia and all selected incumbents will be required to undertake an assessment test. Only electronic CVs will be accepted.**



POTENTIA

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