



Vacancy: Branch Manager - M5654 **BMG East London - 140, Eastern Cape, South Africa**

Role Purpose

Branch Managers are responsible for assigning and directing all work conducted in the branch and overseeing all service areas. They handle employees, cultivate a supportive atmosphere, and ensure customer loyalty and good branch service. The Branch Manager is responsible for achieving sales targets whilst maintaining the required standards for service delivery and health and safety audits.

Reporting Line

- Report to: Territory Sales Manager.

Major Task Heading / Key Performance Areas

1. Communication
2. Achieving set sales targets
3. Manage the branch operations
4. Achieving customer service standards
5. Manage of branch stock
6. Manage health, safety and environmental standards within the branch
7. Implement and maintain internal control processes for the branch
8. Audit management
9. Staff management

KEY PERFORMANCE AREAS, ACTIVITIES AND MEASURES

1. Communication

- Represent the company in all forms of communication, maintaining good working relationships and networks with internal and external stakeholders, external suppliers, and clients.
- Respond to and follow up on all enquiries by email, telephone and personal visits as required.
- Responsibility for building and maintaining positive relationships with internal and external stakeholders.
- Demonstrate a strong customer service focus and quality communication and output in all interactions with key stakeholders and external contacts.

2. Measures of Effectiveness / Success

- All query requests are responded to within 24 hours.
- Communications with all stakeholders are professional.
- Management feedback.
- Accurate internal and external reports submitted by deadline



3. Achieving set sales targets

- Achieve branch sales targets and provide accurate monthly sales feedback by due dates.
- Check and authorize daily sales reports, consolidate sales information and identify trends.
- Monitor monthly sales statistics, identify reductions in sales volumes and follow up with relevant stakeholders to prevent loss of business.
- Grow market share through marketing strategies, promotional campaigns and discounts approved by the Regional Manager
- Maintain positive relationships with key stakeholders and identified clients.
- Evaluate sales skills and conduct sales training for branch staff, transferring skills and knowledge as necessary

4. Measures of Effectiveness / Success

- Sales figures were achieved against budget.
- Growth of product mix in branch.
- Reported monthly sales figures.
- Feedback on relationships.
- Competent sales team.

5. MANAGE BRANCH OPERATIONS

- Establish and manage agreed branch budgets ensuring that costs are contained.
- Compile requests for capital expenditure, in accordance with allocated budget and submit for approval.
- Conduct regular meetings with all staff, communicating pertinent issues and driving culture of accountability.
- Compile reports, monthly, using figures drawn from the system to reflect productivity and achievement of targets.
- Manage the infrastructure requirement of the branch to ensure day-to-day functioning for the teams.
- Deal with escalated issues regarding building and maintenance requirements appropriately, requesting approval for costs incurred for the functioning of the offices.
- Monitor compliance with company branding and image in accordance with policy and procedure, addressing issues identified in a timely manner
- Monitor debtor's payments within established terms, following up on payments as necessary.
- Monitor major risks - cash sales and offline invoices and advice notes, taking immediate action in accordance with policy and procedure as required.

6. Measures of effectiveness / Success

- Compliance with budgeted figures.
- Operating profit levels
- Feedback on efficiencies meeting established criteria
- Culture of accountability is evident in Branch.
- Accurate reports submitted by due date
- Availability of required stock.
- Debtors managed within policy requirements.

7. Achieve customer service standards

- Ensure staff comply with standard customer service procedures in attending to customers.
- Monitor that the correct advice and recommendations are made to customers, dealing with any problem areas identified by mentoring staff, as appropriate.
- Dealing with escalated issues, following up on their timely and effective resolution.

8. Measures of Effectiveness / Success

- Positive customer feedback.
- Customer Relationship Management (CRM) reports.



9. MANAGE BRANCH STOCK

Maintain stock levels within required parameters for effective functioning of the branch.

- Coordinate scheduled stock takes submitting reported feedback to Regional Manager and central Distribution by due dates.
- Deal with ageing stock in accordance with standard policy and procedures.

10. Measures of Effectiveness / Success

- Availability of required stock.

11. Manage health, safety and environmental standards within the branch

- Monitor that safety and health problems are identified and reported to the safety representatives for rectifying, through reports received.
- Check that hazardous situations are reported or resolved immediately
- Conduct physical checks to ensure that safety and health equipment is available and ready for use.
- Conduct spot checks to prevent incidents / accidents by effective operating of equipment and machinery, and by following health and safety procedures.
- Implement updated health and safety procedures, when notified by Manager, as laid down by legislation.
- Conduct checks to confirm that the work areas are safe and clean and clean as per company policy.

12. Measures of Effectiveness / Success

- Health and safety incidents reported.
- Compliance with procedures and legislation.

13. Implement and maintain internal control processes

- Recommend internal procedures and processes which will improve effectiveness and efficiency of the branch and ensure adherence.
- Recommend plans to improve service delivery to the Manager, based on research conducted.
- Provide information for management forums, contributing accurate details to enable sound decision making.

14. Measures of Effectiveness / Success

- Effective and efficient service delivery.
- Compliance with legislation.

15. Audit management

- Provide detailed, accurate information for Internal and external audit purposes by specified deadlines.
- Action audit issues identified, achieving compliance.
- Provide feedback on specified audit issues, as scheduled.

16. Measures of Effectiveness / Success

- Compliance with legislation.
- Clean audit records.

17. Staff management

- Dealing with queries and escalated issues in timely manner, achieving resolution.
- Manage the performance of direct reports in accordance with the BMG performance management policy and procedure.
- Identify training and development needs, implementing plans to address requirements, as appropriate.
- Manage staff resources and productivity, minimizing absenteeism.



- Discipline staff in accordance with organizational codes and procedures so that improvement is shown.
- Facilitate communication through appropriate structures and systems.

18. Measures of effectiveness / Success

- Staff performance aligned to departmental objectives.
- Achievement of required competence levels.
- Compliance with legislation.
- Conducive environment for optimal service delivery.
- Costs contained.

19. Minimum qualifications required

- National Certificate (NQF Level 4) / Grade 12.
- Relevant University Degree (NQF Level 5).

20. Minimum experience and competency requirements

- 5 - 10 years' experience as a manager
- Knowledge of Engineering, Mining and Agricultural industry.
- Valid driver's license
- Expert proficiency in Microsoft Office.
- Strong verbal and written communication skills.
- Exceptional organisational skills and Impeccable attention to detail.
- High degree of professionalism when in dealing with diverse groups of people, senior executives, and staff.
- Expert in time management with the ability to react with appropriate levels of urgency.
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- Ability to complete multiple tasks and projects with minimal supervision.
- Working knowledge of business management.

21. Attributes

- Innovative and takin initiative.
- Strong leadership skills and problem-solving skills.
- Ability to work autonomously.
- Excellent attention to detail and strong financial acumen.
- Ability to multitask effectively.
- Ability to build and maintain strong relationships.

Should you have the necessary skill set, attach a brief CV to: vacancyapplications@bmgworld.net -
REF: Branch Manager - M5654

All internal applicants are required to complete an **IVAF** form signed off by line manager prior to submitting application.

Closing date for applications - 31 July 2026.

If you have not received notification regarding your applic5tion within 2 weeks, please accept that your application was unsuccessful.