



**CRITICAL
COMMUNICATION
CARIBBEAN**

Vacancy Branch Manager

For our office in St. Maarten, we are looking for a talented Branch Manager to assign and direct all work performed in the branch and to supervise all areas of operation. You will manage staff, foster a positive environment and ensure customer satisfaction and proper branch operation. The successful candidate will have a hands-on approach and will be committed to the expansion and success of the business by implementing strategies that increase productivity and enable sales target achievement.

Competencies

- HBO / University or equivalent level of education
- Extensive experience in a managerial position with certain project management experience
- Dynamic, energetic, proactive and practical
- Being able to work as a team in a goal-oriented, efficient, creative and problem-solving way
- Possesses excellent management, managerial and communication skills
- Good analytical skills
- Being able to work in a customer friendly oriented way
- Excellent organizational skills
- Results driven and customer focused
- Leadership and human resources management skills

Responsibilities

- Manage and motivate employees
- Manage and monitor sales budget
- Reports results monthly to management
- Correct execution of the established processes
- Identify bottlenecks in a timely manner and manage them responsibly
- Respond adequately to the requirements and needs of the customer in the broadest sense of the word locally and regionally
- Locate areas of improvement and propose corrective action that meets challenges and leverage growth opportunities
- Day-to-day running of the office including human resources and evaluations
- Maintains good relationship with existing customers and acquires new customers for the purpose of selling locally and regionally
- Draws up sales plan to realize the set revenue goals
- Reports to the Sales Director and the Managing Director
- Guides the sales process and performs after sales service
- Collects market data to further develop the market and responds quickly to the demands of the market
- Shares knowledge with other branches and headquarters on effective practices, competitive intelligence, business opportunities and needs
- Addresses customer and employee satisfaction issues promptly
- Network to improve the presence and reputation of the C3 brand

natasha.pelser@c3.cw