

**Job Title:** Branch Manager  
**Reports to:** General Manager  
**Location:** North Kansas City, MO  
**Company:** Baisch & Skinner, Inc.  
**Full/Part Time:** Full Time  
**Regular/Temporary:** Regular

**Company Description:** Baisch & Skinner is a wholesale floral distributor based in St. Louis, MO with seven branch store locations throughout the Midwest. Importers of fresh cut flowers, plants, permanent botanicals, decoratives, glassware, and floral supplies, Baisch & Skinner is a business-to-business distributor that serves the floral, design, and hospitality industries.

**Responsibilities:**

- **Sales/Marketing**
  - Develop and grow wholesale market opportunities.
  - Keep abreast of current product developments and trends.
  - Monitor Branch Sales and establish sales goals.
  - Coordinate input from internal/external customers to better understand customer needs and perceptions.
  - Act as escalation point for customer complaints.
- **Operations**
  - Coordinate, manage and monitor the work of the branch.
  - Establish and manage team schedules to ensure adequate daily coverage for all positions during normal and peak times of the year.
  - Oversee product procurement and ensure adequate inventory levels in all product categories.
  - Oversee third party delivery efforts and ensure smooth and consistent service.
  - Hire, develop and mentor direct reports for overall branch success.
  - Provide leadership and vision to the branch and its employees for the purpose of advancing corporate goals, branch performance, and customer relations.
  - Build and maintain a positive employee culture.
- **Administrative**
  - Monitor receivables, maintain aged receivables within acceptable levels and communicate with Corporate St. Louis office to report receivables issues.
  - Monitor internal procedures to ensure that information, data, and communications are delivered to St. Louis consistently and with minimal errors (cycle counts, end of day paperwork, dump reports, periodic physical inventories, and order fulfillment procedures.)
  - Communicate and ensure compliance to standards and policies.
  - Contributes to team effort by accomplishing related results and other duties as assigned.

**Qualifications:**

- High school degree with at least 5 years hands on experience in sales and management
- Self-starter with the ability to identify business opportunities.
- Ability to communicate product line features and benefits.
- Ability to develop and execute action plans.
- Appropriate interpersonal styles and communication methods to work effectively with team and business partners to meet mutual goals required.
- Strong computer skills with a working knowledge of Microsoft Office
- Excellent written and oral communication skills essential for professional phone and personal contacts
- Demonstrated customer service focus, with professional demeanor and appearance.
- Ability to work in a fast-paced environment.
- Ability to work in a team environment.
- Ability to lift at least 60 lbs.
- Willingness to work a flexible schedule to accommodate heavy work volume.