



Job Description

Job Title :	General Manager
Department:	Operations
Division:	All Divisions
Reports to:	Regional Vice President

Position Overview

Reporting to the Regional Vice President, the General Manager is responsible for managing the overall performance of a location to include, revenue, profitability, performance, expenditures and staffing through delegation of tasks and duties. They will lead, direct, manage and oversee each department ensuring efficiency, financial stability and compliance with all customer protocol agreements. The General Manager may carry a file load to remain in-tune with industry standards and will play a pivotal role in client relationship, and business growth.

Job Duties

- Responsible for department's operational systems, processes and policies in support of the organization's visions
- Manages and increases the effectiveness and efficiency of the supporting departments (Human Resources, Marketing, Sales and Finance), through the coordination and communication between the business functions
- Responsible for short-term and long-term planning, drive initiatives throughout the management team and in the organization that contribute to long-term operational excellence
- Ensure efficient collaboration and coordination between departments through communication with managers for successful job completion
- Review and approve on-call schedule
- May be required to participate in the on-call rotation as the on-call manager; which will include coordinating afterhours emergency services
- Ensure all protocols are followed as it relates to insurance, legislation or division specific
- Liaison with Health and Safety to ensure compliance
- Review equipment and vehicle allocations and make recommendations on replacement, growth or downsizing for upcoming year
- Conduct weekly operational meetings with direct reports to review previous month's leads, sales, insurance company scoring results, customer survey and satisfaction sheets and to keep employees up to date with corporate and industry changes
- Provide excellent customer service
- Work under time constraints to meet specific timelines
- Ensure attention to detail and keen sense of safeguarding of other people's property and information
- Participates in and demonstrates an understanding of safety principles and practices; follows all safety policies and procedures to support a safe working environment, including safe operation of machines and equipment



- Comply with all **BELFOR** policies and procedures, as well as legislative requirements
- Proactively communicate job site conditions and concerns that may affect or are affecting completion of the job to key stakeholders.
- Attend all **BELFOR** sponsored training courses

FINANCIAL

- Responsible for the financial management, planning, systems and controls of the branch
- Continuously conduct financial reviews to remain current on the state of the business
- Audit and manage branch overhead
- Prepare, review and adjust financial budget for staffing requirements
- Review and approve all overhead and project based invoices for payment
- Prepare, review and forecast financial budgets for upcoming year
- Track and review monthly and year to date invoicing and accounts receivable to ensure Project Manager and Branch goals are being achieved
- Support collection efforts by collaborating with legal and /or collection agencies on overdue accounts
- Review and approve bad debt files for write off

PROJECT BASED

- Oversee all projects in collaboration with Project Managers and Project Manager Assistants for compliance and profitability
- Oversee and direct Project Manager claim assignments for residential, commercial or industrial projects, ensuring accountability and business excellence
- Attend job sites to create scope of work and estimate in collaboration with key stakeholders on jobs they may handle or to support Project Managers on large jobs
- Secure (work) authorizations and deposits to commence project in accordance with office policies and protocols
- Apply and secure building permits as required
- Coordinate and schedule approved repairs and deficiencies with departments, subcontractors and customers
- Conduct regular meetings with Project Management and Project Manager Assistant teams to review contract and budget on all jobs to ensure profitability
- Ensure a certificate of completion is obtained on all projects
- Submit interim end of project invoicing and certificate of completion to all relevant parties

HUMAN RESOURCES

- Support daily human resources activities and responsibilities
- Review and approve staffing requirements, including vacation requests
- Conduct interviews with potential candidates
- Support on-going HR initiatives and ensure proper communication to all staff throughout the branch
- Support training initiatives, both personal and professional, as well as mandatory training as identified by the Human Resources Department
- Supervise, coach and mentor all employees
- Prepare and conduct performance evaluations
- Oversee and participate in Performance Management, ensuring proper accountability and documentation



- Request compensation increases
- Participate in workers compensation board claims, reviews and accommodations

MARKETING

- Support and source marketing opportunities
- Prepare, review and pool resources with other members of the management team to review business development, upcoming marketing opportunities and strategies to increase workflow and productivity
- Attend industry conferences, meetings and training seminars for continual growth and development of network
- Conduct regular office meetings to review recent business development and strategies to increase work-flow and productivity
- Identify, incorporate and manage industry “best in class” services, trends and practices offered by **BELFOR**

Responsibilities

- **Human Resources:** Maintain employee confidentiality and performance management by coaching leading, mentoring and motivating employees.
- **Safety:** Verify all **BELFOR** documents are completed accurately; maintaining employee records and compliance; ensuring compliance of all employees and subcontractors with local laws and **BELFOR** policy at all **BELFOR** locations and job sites
- **Accountability:** Ability to identify measures of performance and actions needed to improve or correct performance, ensuring accuracy and documentation.
- **Communication:** Ability to communicate effectively and professionally with our staff and customers, both verbal and written.
- **Leadership:** Ability to delegate, set expectations, and monitor progress of all direct reports
- **Time Management:** Proven ability to multi-task in a fast-paced office environment and job sites

Qualifications

- Post-secondary certificate, degree or diploma, preferably in Project Management, Business Management or Construction Management
- 5+ years’ experience in construction, insurance or restoration industry
- 4+ years’ experience as a Project Manager
- 4+ years’ experience in a leadership role
- 3+ years’ experience in estimating
- Experience with Xactimate and Xactanalysis
- Excellent time management skills
- Excellent decision making, critical thinking and problem solving skills
- Knowledge and experience in strategic marketing strategies
- Comprehensive understanding of customer service, principles and practices
- Eligible to operate a motor vehicle per **BELFOR’s** vehicle policy
- Ability to work within a team or independently as needed
- Strong written and verbal communication skills
- Proven ability to multi-task in a fast paced environment
- Intermediate computer experience with Microsoft Office programs such as Excel, Word and Google Suite



- Willing to work evenings, on call and weekends when requested
- Periodic travel may be required
- Criminal Record Check

Physical Demands

- Frequent lifting from 5-40 lbs, unassisted (from 35-65% of the time)
- Occasional lifting from 41 lbs +, assisted (up to 50% of the time)
- Access and mobility in tight spaces
- Fit Testing – half and full face mask as needed, annual certification required
- Working at Heights - over 5 feet, periodically
- Sustained periods of standing, sitting, walking, bending, and kneeling

Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified.

Employee Signature

Date

Employer Signature

Date

ACCESSIBILITY STATEMENT (AODA IN ONTARIO)

BELFOR (Canada) Inc. is committed to providing a barrier-free work environment in concert with the provincial guidelines for accessibility (Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Ontario Only). As such, **BELFOR (Canada) Inc.** will make accommodations available to applicants with disabilities upon request during the recruitment process.

HUMAN RIGHTS STATEMENT

BELFOR (Canada) Inc. strives to ensure that its employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, **BELFOR (Canada) Inc.** will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.