

JOB TITLE: GENERAL MANAGER
DEPARTMENT:
LOCATION: DALLAS, TEXAS
DIRECT SUPERVISOR: COO/CEO
DIRECT SUBORDINATE JOBS/JOB NO:

JOB SUMMARY:

The General Manager (GM) will oversee the planning, directing and co-ordination of the operations of the business, its division, departments and operating unit. The role will maintain systems and procedures for operation efficiency and manage staff for optimum performance. Additionally, the general manager role will allow room for collaboration with company executives to develop strategic plans for business growth based on short-term and long-term goals.

ESSENTIAL RESPONSIBILITIES:

- Communication: increase management's effectiveness through active listening with both superiors and subordinates as well as strong written communication skills.
- Leadership: provide and seek out continuing education opportunities to foster a growth mindset.
- Delegation: identify the best person (or people) for a task and act as a facilitator to motivate and direct the work.
- Time management: prioritize tasks to ensure that projects are completed by deadlines, streamline processes to maximize productivity
- Negotiation and mediation: find opportunities to resolve conflicts efficiently and favorably.
- Decision-making: weigh the costs and benefits of various options to determine the best course of action to achieve company goals.
- Problem-solving: analyze past and current performance and recommend objectives to improve productivity and profitability.
- Develops strategic plan by studying technological and financial opportunities; presenting assumptions; recommending objectives while managing and directing overall operations.
- Accomplishes subsidiary objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Coordinates efforts by establishing procurement, production, marketing, field, and technical services policies and practices; coordinating actions with corporate staff.
- Builds company image by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

- Contributes to team effort by accomplishing related results as needed.
- Develop budgets and ensure department adheres to it.
- Participate in developing policies and procedures.
- Manage staff, maintain employee records, handle employee relations, hire, train, and terminate workers as needed.
- Attend and preside over meetings both internal and external.
- Generate and present reports on departmental goals.
- Participate in lead generation and business development.
- Ensure high customer and client satisfaction.
- Solicit customer feedback.
- Ensure inventory is stocked and consistently replenished.
- Promote company's mission and values.
- Set district and regional goals.
- Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers; communicating values,
- Treat all other duties assigned by the CEO.

REQUIRED QUALIFICATIONS & BACKGROUND:

- Bachelor's degree or equivalent experience
- Minimum 5 years of prior experience as a Manager
- Proficient with Microsoft Office (Word, Excel, Access, PowerPoint),
- Knowledge of business and management principles and practices
- Knowledge of strategic planning
- Knowledge of human resource management principles and procedures
- Knowledge of basic economic and accounting principles and practices
- Knowledge of office administrative procedures
- Proficient in relevant software applications

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

- Understanding of business functions such as HR, Finance, marketing etc.
- Demonstrable competency in strategic planning and business development
- Decision-making
- Information management
- Resource management
- Planning and organizing
- Problem analysis and problem solving
- Delegating tasks and responsibility
- Coaching
- Teamwork
- Adaptability