

Knight Guard Alarm

DEPARTMENT MANAGER JOB DESCRIPTION

REPORTS TO: General Manager

FLSA STATUS: Exempt Salaried- Hiring and employment decision making
Supervisory/employee evaluations

WORK SCHEDULE: Schedule may vary according to the needs of the department.

SUMMARY: Operation and function of entire department by providing direction and leadership to departmental employees. Identify and direct department activities and personnel, ensure all department duties are performed in a timely, efficient manner and performs independently exercising judgment and initiative. Establish and maintain effective leadership.

DUTIES AND RESPONSIBILITIES:

- Directs and coordinates activities of business or departments concerned with the production, pricing, sales, and/or distribution of products.
- Reviews financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Assists the Operations Manager in determining staff requirements, interview, recommend for hire and train new employees following personnel processes.
- Ensures effective ongoing training for employees. Monitor training efforts within the department and initiate remedies for inadequate training.
- Ensures management has effective ongoing training for Alarm Agents as directed by California Bureau of Security and Investigative Services. (BSIS)
- Assigns or delegates responsibilities according to departmental needs and ensures appropriate administration of policy.
- Establishes work directions, resolves problems, prepares schedules, and sets deadlines to ensure timely completion of work.
- Determine goods and services to be sold, set prices and credit terms, based on forecasts of customer demand.
- Oversees activities of department with related activities of other departments to ensure consistency.
- Reviews costs and evaluates current procedures and practices to maintain and enhance profitable operation and improve department efficiency. Initiates improvements. Recommend changes/enhancements to appropriate upper management.
- Prepares or directs preparation of reports and records on department activities for management.
- Helps plan and direct inter-office and outside sales programs. Develop new markets and promote improved and expanded services in area.
- **Ensures profitability of company services and products, including developing marketing operations, for their department.**
- Promote clean and safe working conditions.

- Knowledgeable and supportive of all company and corporate policy and procedures. Ensures all employees and procedures comply.
- **Other duties and responsibilities as added or assigned by management.**

ESSENTIAL FUNCTIONS:

- Under supervision and direction of the General Manager, maintain a successful operation and function of the department.
- Assist in analysis and forecast of department sales, expenses, pricing and profitability and to act on that analysis to obtain positive results for the department.
- Cultivate and maintain good customer relations.
- Cultivate and maintain good employee relations and morale.
- Apply good supervisory, leadership, and management skills.
- Apply good interpersonal and analytical skills.
- Utilize a broad range of departmental and corporate resources to accomplish goals and solve problems.
- Overall responsibility for developing employees to be effective at their positions and to identify employees with necessary skills and abilities for promotion to other positions.
- Ability to maintain effective communication with employees.
- Occasional overnight travel.

EDUCATION:

- Two year degree in business management, administration or related field OR any combination of education and experience demonstrating the required skill and knowledge for successful performance of assigned duties.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid California Drivers License. Ability to obtain and renew any certificates, licenses, registrations required by law or management for the position. Maintain and provide proof of good driving record as per DMV printout and operate vehicles per company standards.
- **Have the ability to obtain appropriate licenses as may be required for effective operation of the department.**

SKILLS REQUIRED:

- Demonstrated business management experience, be physically able to operate all departmental equipment. Knowledge of laws, legal codes, court procedures, government regulations, executive orders, agency rules, and political process. Knowledge of principles and methods for showing, promoting, and selling products or services, this includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems. Knowledge of principles and procedures for personnel recruitment, selection, training compensations and benefits. Labor relations. Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis of reporting of financial data. Knowledge of processes, quality control, costs, and other techniques for maximizing the effective distribution of goods.
- Knowledge of principles and processes for providing customer and personal services, including customers needs assessments, meeting quality standards and services, and evaluation of customer satisfaction.

ABILITIES:

- To perform this job successfully, individual must be able to perform each essential duty satisfactorily. The requirements listed are the representative of the knowledge, skill and/or ability required. Administration and management processes, with principles involving strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The abilities to listen and understand information and ideas presented.

Employee Acknowledgement:

Signature _____ Date: _____
Print _____