



RELIABLE GLASS CONSTRUCTION, INC.
JOB DESCRIPTION
GENERAL MANAGER

JOB DESCRIPTION SUMMARY

Manages all aspects of operations including but not limited to; providing strategic direction to all functional areas of the business (sales, operations, administration), developing growth plans, P&L management, revenue/profit growth, new business development, customer management, quality control, recruiting/hiring/training and developing employees. Communicates the company vision, goals, expectations, and promotes the company's culture.

Manages all personnel and business operations to ensure a quality product. Provides the necessary estimating, sales and project management functions of all assigned projects. Is responsible for the overall direction, coordination and evaluation of these employees.

REPORTING RELATIONSHIPS

The General Manager will report directly to the President.

SUPERVISORY RESPONSIBILITIES

Supervises all personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as primary Sales/Estimator for targeted projects.
- Performs the estimating, value engineering and selling of design/build projects.
- Plans, develops, and implements specific sales strategies in conjunction with the President that maximizes the benefits to the Company to ensure that sales goals are met.
- Solicits enough bid activity to support the attainment of new order and sales goal.
- Solicits and documents prices from material and equipment vendors as required. Makes appropriate notations regarding product availability, etc. and includes any appropriate exclusions or conditions in the bid proposal.
- Utilizes information extracted from vendors to assess the competitive situation of the bid and informs the President of such.

- Reviews specifications, conducts, and documents detailed and accurate take-offs according to the specifications. Obtains approval of any unusual or high-risk requirements with President prior to developing the final cost estimate.
- Analyzes actual field productivity as compared to estimated productivity and adjusts estimating rates accordingly.
- Reviews all estimates prior to customer submittal.
- Ensures all quotations are submitted to customers on a timely basis.
- Coordinates job site operations to facilitate attaining job budgets with efficient use and scheduling of manpower, materials and equipment, while maintaining satisfactory customer relations.
- Identifies areas in which reductions or efficiencies can be made and implements appropriate actions. Implements any corrective actions.
- Work with your team to develop and implement processes that will improve efficiencies to promote profit margins.
- Implements directives to team outlining policy, program or operational changes.
- Responsible for work quality, completing contracted obligations, and maintaining call backs to acceptable levels.
- Completes daily report(s) and other necessary paperwork according to company procedure.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities also include planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.
- Oversee and ensure all safety rules are being followed. Promotes safe driving, operating, and providing proper maintenance of company owned/leased equipment. Ensures the proper operation, maintenance, and security of all equipment on the jobsites.
- Oversee and maintain inventory control to ensure it is being tracked properly.
- Communicate with installers on a regular basis on status of projects.
- Ensure communication with customers in reference to when installers should and will be on-site.
- Monitors standard operational and working practices and supervises workers to ensure compliance with company and OSHA safety standards.
- Ensures personnel maintains good housekeeping on each job site.
- Acts in a way that promotes organization in the workplace.
- Promotes and enforces safety on all job sites.

- Promotes teamwork that increases productivity and efficiency.
- Strives to improve skills continuously. Takes advantage of company offered training sessions or other outside learning sources.
- All other duties that may be assigned.

Work Performance:

- Completes all required paperwork accurately and timely.
- Ensures that the quality of the work meets Company standards.
- Implements and enforces the jobsite safety program to maintain EMR rating at an acceptable level.
- Conducts annual performance review of subordinate employees.
- Ensures that good housekeeping is maintained on the jobsite.
- Maintaining good customer relations.
- Participates in weekly toolbox meetings.

QUALIFICATIONS

Education:

- Associates Degree in Business Administration is desirable.

Experience:

- 5-10 years General Management experience is preferred.
- Prior experience in window and door installation is desirable.

Knowledge, Skills and Abilities:

- Working knowledge of Microsoft Office program (excel, access, word, outlook, etc.).
- Strong organizational skills and ability to prioritize tasks.
- Ability to communicate effectively both in oral and written correspondence.

MEASURES of PERFORMANCE

- Accurately maintains and tracks inventory.
- Produce a quality product within the gross margin.
- Maintains excellent customer relations and corporate image and leaves customers with a positive last impression.
- Effectively plans in order to utilize time, equipment and personnel proficiently.

- Effectively communicates with all members of the team.
- Ensure there are no project delays due to lack of planning or equipment available.
- Thoroughly manages each project through completion.
- Maintains a positive attitude and treats others with respect and courtesy.

I have read and understand this job description.

Signature: _____

Date: _____

Print Name: _____

Manager: _____

Date: _____

Human Resources: _____

Date: _____

Reliable Glass reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise, the employment relationship remains “at-will” the aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.

Reliable Glass is an EEO/Affirmative Action Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability or any other legally protected status.