

## Position Description

Title: Branch Manager  
Reporting To: General Manager  
Division: Electric & Controls  
Location: Vernal, UT

Tarpon is searching for a Branch Manager to join our team in Vernal, UT. Reporting to the General Manager, the Branch Manager is accountable for all aspects of branch operations, customer service and the delivery of branch results consistent with Tarpon's operational expectations.

### Duties and Responsibilities

- Manages all aspects of branch operations including scheduling of work and productivity, efficiency, cost control, preventative maintenance, housekeeping, inventory levels, ensuring full compliance with corporate policies and procedures.
- Manages quality control and assurance to ensure consistent operating performance.
- Analyzes internal processes, identifies potential opportunities for increased efficiency and makes recommendations to meet compliance and/or streamline work.
- Identifies and recommends process improvements.
- Ensures facility operations are conducted in accordance with corporate policies and procedures.
- Attends safety meetings on a regular basis and provides support as needed.
- Develops and manages relationships and client contacts, facilitating customer service and satisfaction.
- Participates in the implementation of new business opportunities and service additions.
- Ensures the integrity of the pricing structure is maintained.
- Participates in the preparation of detailed annual operating budgets.
- Controls costs to budget and prepares monthly variance reports.
- Ensures all financial reporting, including weekly reports are accurate and match revenues and costs.
- Recommends capital projects for facility improvements and cost savings.
- Participates in hiring technical and support employees including obtaining approval to post positions.
- Provides leadership to operations staff, in particular, Electrical and Instrumentation Managers.
- Communicates area, divisional and corporate initiatives to employees.
- Ensures the consistent delivery of high quality service in the branch to meet or exceed client expectations and service standards.
- Coaches employees to improve the client experience and interacts with clients to obtain feedback on their experience.
- Provides quick and effective responses and resolutions to client complaints ensuring the problem resolution standards are understood and followed by all staff within your area of responsibility.
- Communicates and ensures understanding of Tarpon's business goals, values and strategies to service and support staff.
- Motivates and coaches the team to achieve their performance goals and support Tarpon's objectives ensuring recognition of accomplishments.
- Empowers and encourages staff participation in decision making and innovation.
- Administers the performance management program with the Electrical & Instrumentation Managers for the support team, negotiating appropriate targets, monitoring performance against goals and coaching employees on meeting performance standards.
- Guides employees to the resources and tools available that address client, personal and organizational issues, queries and goals.
- Ensures the staff is effectively trained to perform new procedures.
- Monitors to ensure new procedures are followed and training is utilized.
- Ensures premises are kept neat, clean and safe.
- Ensures the proper operation and maintenance of branch equipment.

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- Manages safety systems/methods and leads employees with safety initiatives.
- Manages risk and ensures policies, procedures and controls are in place to minimize losses.
- Responsibilities also include project management, estimation, job costing, material and inventory control, and equipment/tool management and control.
- Complies with standards and procedures of Tarpon's health and safety manual and Occupational Health and Safety regulations.

### Skills, Abilities and Educational Background

- Minimum five years in a management or senior supervisory role.
- Journeyman Electrician and/or Instrument Technician.
- Preference given to those with non-trade, post secondary education.
- Experience with the development of policies and procedures.
- Proven leadership skills to develop and maintain high levels of enthusiasm, teamwork, motivation and commitment leading to the achievement of business goals and superior performance.
- Ability to establish and maintain a service environment focused on exceeding the client's expectations.
- Basic people management skills to perform recruitment activities, develop employee capability, manage performance, coach, apply and explain HR policies and procedures.
- Ability to monitor employee satisfaction, identify deteriorating situations and take action.
- Developed problem solving skills sufficient to identify problems, generate solutions and decide on a course of action.
- Ability to evaluate solutions in terms of business, financial and client impacts.
- Knowledgeable in MS Office, particularly Word, Outlook and Excel.

### Special Conditions of Employment

- Extensive travel is required for this position.
- Must have valid passport to ensure ability to travel to Canada and internationally.
- Must possess a valid US Driver's License.
- Must be willing to submit to pre-employment, random and for-cause drug testing, as well as any other drug testing required by our clients and statutory regulations.

### Compensation

Tarpon offers a very attractive compensation package that includes a competitive salary and a benefit plan that is effective on the first day of the month following 90 days of employment. Tarpon has an open and team-oriented culture that focuses on communication, integrity, innovation and respect. Employees take pride in their work and are the single most important reason why Tarpon offers superior customer service.

### To Apply

To apply for this posting, e-mail your **resume and cover letter** (referencing the job code # listed) to [twhitaker@tarponenergy.com](mailto:twhitaker@tarponenergy.com). You can also apply by faxing or mailing your resume and cover letter (referencing the job code # listed) to: Tarpon Energy Services LLC, 9164 Marshall Place, Westminster, CO; Fax: (303) 412-9958.