

Job Profile

Job/Title:	Branch Manager
Job level/profile:	Position of trust and confidentiality
Legal Entity/Department:	Amad Albenaa Company For Pallets And Plastic Products
Direct reference:	Managing Director in Dammam
In-direct references:	GCC Regional Team (Dubai-based)
Back-office (s):	Rabigh, Western Region, Kingdom of Saudi Arabia
Expected start:	within 2 months (mid-November 2023)

PalletBiz is an international manufacturer and distributor Franchise Network, developing and maintaining a unique Business System for Packaging and Handling Materials made from wood, metal and (and in the future, plastic) – primarily focusing on both standard returnable transit packaging (e.g., pallets, crates, collars, bins, frames, etc.), as well as custom designed and manufactured products for our customers. The Business System has been franchised to several countries in Europe, Middle East and Africa – and the PalletBiz Network is currently operational in 14 countries, with the Franchisor entity, PalletBiz Franchising Zrt. located in Budapest, Hungary. Visit our website at www.palletbiz.com to learn more about the company.

As we are expanding our footprint within the GCC region and in the KSA in alignment with our 2024 Corporate Strategy, this job role is critical to establish, build, maintain, oversee and manage the day-to-day branch operational functions, commercial and technical procedure related to a new branch of the Saudi Arabia country franchise, and that is why we wish to employ you as our:

Branch Manager

(Location: Rabigh, Western Region, KSA)

We are seeking an experienced Branch Manager with a strong and extensive background in both operations and commercial aspects of the pallet manufacturing industry. The ideal candidate will play a pivotal role in establishing and managing our new pallet manufacturing unit in Rabigh, Western Region. Your responsibilities encompass a wide range of tasks aimed at ensuring the efficient production and distribution of pallets while also managing the branch's staff and resources. If you are a seasoned professional with a passion for driving growth and excellence in pallet production, we invite you to join our team.

The Branch Manager is responsible to oversee the day-to-day operations of our new branch that is going to be set up in Rabigh, KSA. The successful candidate requires to have strong leadership, managerial, and operational skills, as well as the ability to adapt to changing circumstances and market conditions. You will play a crucial role in ensuring the branch's success and profitability while upholding quality and safety standards.

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Duties and responsibilities

Your responsibilities will comprise driving the establishment and development of the Rabigh manufacturing unit. You will be supported by our GCC Regional Team as the primary contact point - which includes category specifics on Commercial Business Development, Sourcing & Supply Chain Management, Marketing & Key Account Service Management – as well as HR & Organizational Development, Finance and Accounting. Below focus areas are not in prioritized order.

Focus Area #1: Operational and Technical Tasks

- You will primarily lead the setup and manage the new pallet manufacturing unit, including site selection, equipment procurement and personnel hiring. Collaborate with relevant stakeholders to obtain necessary permits and approvals. Develop and execute a comprehensive business plan that outlines the roadmap for the successful launch and sustained growth of the manufacturing unit. Once the unit is operational, you will be responsible for overseeing the day-to-day activities.
- Ensure the timely and cost-effective production of pallets, meeting quality and quantity standards. Manage inventory levels to ensure adequate supply to meet customer demand. Implement and maintain quality control procedures to ensure pallets meet customer specifications and industry standards. Conduct regular quality inspections and address any issues promptly.
- Coordinate the transportation and distribution of pallets to customers or other branches. Manage inbound and outbound logistics to minimize transportation costs and maximize efficiency.
- Ensure that safety protocols are followed, and safety training is provided to all employees. Adhere to environmental regulations and promote sustainability practices where possible.
- Continuously assess and improve the operational processes within the branch. Identify bottlenecks, inefficiencies, areas for improvement, and implement strategies to enhance productivity and reduce costs. Optimizing production processes, managing resources, and delivering results.

Focus Area #2: Sales and Customer Relations

- Managing existing accounts, as well as building new relations with potential accounts of regional relevance.
- Living by and promoting the PalletBiz Way®, values and USPs, whereby our sales approach is very consultative, and we must be able to provide the customers with added value as part of our mission.
- Planning and executing market communication towards target customers by overseeing and driving activities embedded in the Regional Marketing Plan.
- Identify new sales opportunities and work on expanding the customer base. Collaborate with the sales team to meet sales targets and customer expectations.

Focus Area #3: Financial & Staff Management

- Prepare and manage the branch's budget. Monitor financial performance, analyze variances, and take corrective actions as needed. Control costs and optimize resource allocation to maximize profitability.
- Recruit, train, and supervise branch staff, including production workers, administrative personnel, and sales representatives. Set performance goals, provide feedback, and conduct performance evaluations.

Place and time of work:

Your workplace is in Rabigh, Saudi Arabia to where you should report daily (Saturday to Thursday). The position is a full-time job (48 hours/week) where majority of the time will be spent at the office location (place TBC).

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Job success criteria and performance goals:

The below will be the standard job success criteria:

- Attaining the job mission and vision as per above as well as any performance goals agreed between the employee and employer.
- Respecting, living by – and promoting the company values in every aspect of the work – and in all relations with fellow PalletBiz employees, clients as well as suppliers.

Job success criteria and performance goals are reviewed during the course of the employment.

Competencies & capabilities

Core skills – must have:

- Fluent in **English and Arabic** language skills – both orally and written.
- Bachelor's degree in **Business, Engineering** or a related field.
- Proven experience in the **pallet manufacturing industry**, including both operations and commercial roles.
- Strong **leadership** and **project management** skills.
- **Excellent communication** and negotiation abilities.
- Knowledge of local regulations and industry standards.
- Results-driven with a commitment to excellence.
- Expert knowledge and managerial experience in **commercial & operational processes**, preferably in **B2B** operations and advanced knowledge of supply chain from industrial sectors.
- High proficiency in **MS Office** (in particular Word, Excel and PowerPoint).

Advanced skills – nice to have:

- Preferably having Saudi residence and transferable IQAMA
- Preferably having a valid Saudi driver's license

Personal characteristics:

- You have good structural abilities and systematic thinking, and you are very organized and detail oriented. Attention to detail is a high prioritized characteristic of this position
- You must be able to work independently as well as in teams – respecting a multi-country organizational structure and to be able to think “out of the box”.
- You are able to balance and manage multiple roles and responsibilities, while understanding how the different processes are connected.
- You must be able to work equally well with many different cultures and organizational levels.
- You are self-driven, curious, and commercially oriented.
- You are outgoing, energetic, and socially intelligent.
- You identify with our core corporate values: openness, loyalty, proactiveness, win-win attitude.

Don't You meet all the requirements?

You will learn a lot along the way. We are looking for candidates who are willing to learn new things, open-minded and ready to take on this exciting job.