



# CORNERSTONE

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**Rock Solid Transportation Solutions**®

<b>Document Type:</b> Job Description	<b>Position Title:</b> Branch Manager
<b>Classification:</b> Exempt	<b>Reports To:</b> General Manager, David Bower
<b>Department:</b> Surface Logistics/Transactional Truck Brokerage	<b>Location:</b> Atlanta, Georgia

## **Job Summary**

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The Branch Manager is responsible for the planning and execution of daily branch operations, while ensuring established policies and procedures are followed. The ideal candidate will possess a proven history in acquiring new business, knowledge and application in transportation standards, and the ability to make informed decisions aligning the team with the corporate strategy to achieve division goals. The Branch Manager will also be responsible for making business development calls, and representing Cornerstone Systems in Industry functions. The ideal candidate will possess an entrepreneurial spirit, and should work well outside of the traditional office structure. The below is intended to describe the general content of and requirements for the performance of this job and is not to be construed as an encompassing statement of essential functions, responsibilities or requirements.

## **Primary Duties and Responsibilities**

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1. Prospect and develop strong professional relationships via phone calls, e-mails, and face to face customer visits.
2. Lead and manage the freight sales brokerage team in new customer development, growth of existing business, strengthening of services offered, and the expansion of our carrier network.
3. Identify, qualify, obtain and develop relationships with prospective customers through daily solicitation via direct customer contact, email, social media, referrals, and other networking opportunities.
4. Develop and implement a strategic plan for the branch personnel to achieve goals and meet expectations.
5. Provide customer service through all phases of the sales cycle.
6. Measure performance of branch employees on productivity, efficiency, & service using defined KPIs.
7. Provide coaching and mentoring for employee development.
8. Understand the customers' shipping needs, negotiate rates, find pain points and provide solutions to help the customer benefit from their supply chain.
9. Oversee the planning and strategy of the branch.
10. Maintain solid understanding of current market conditions and business trends.
11. Perform as the primary negotiator for the branch in matters regarding operations and margin decisions.

Cornerstone Systems, Inc. is an Equal Opportunity Employer

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12. Establish and maintain carrier partnerships.
13. Promote, uphold, and display Cornerstone's Core Values: Integrity, Honesty, Respect, Loyalty, and Never Satisfied
14. Regular and reliable office attendance expected
15. Perform all other work-related duties as assigned by supervisor/manager

### **Minimum Knowledge, Abilities and Skills Required**

1. Minimum Bachelor's Degree in Business, Finance, Transportation, Logistics or related field preferred.
2. 5+ years of sales and/or operations experience in a freight brokerage environment preferred with a proven track record in prospecting, cold-calling, and pricing.
3. Proven leadership abilities to mentor, lead and develop branch personnel towards accomplishing and maintaining goals and expectations.
4. Must possess excellent customer service and interpersonal skills as this role conducts high levels of cold-calls and negotiations.
5. Highly developed organizational and time management skills – Must be able to effectively manage multiple tasks/projects while working within a fast-paced environment.
6. Ability to handle conflict and provide insightful resolution with the mindset to prevent future issues.
7. Must possess a strong level of autonomy; entrepreneurial sales approach.
8. Must be able and willing to travel on an as needed basis for customer visits, corporate meetings, and training.