**Big Red Shipping & Storage (BRSS) General Managers**

**Purpose:** The two General Managers of Big Red Shipping & Storage (BRSS) head all operations required in maintaining and expanding BRSS. They proactively plan for their peak periods, manage all BRSS employees, and oversee moves and projects. A General Manager is expected to effectively lead and delegate responsibility to a team of five Assistant Managers in order to successfully execute various appointments. He or she is expected to administer quality customer service, be able to organize large teams, and proactively prepare for move and shipping requests.

He or she meets weekly with the Student Agencies President, Director of Operations, and CEO to update him/her on financial issues, organizational challenges, and project progress. The General Managers will also present to the Student Agencies Board of Directors quarterly, retain all important and relevant data, and aid in the recruitment/training of the next General Managers of Big Red Shipping & Storage.

**Hourly Requirement:** This position requires the manager to work part-time (10-20 hours per week minimum) during the academic year and full-time during the summer (35-40 hours per week). The busiest periods come May and August, where hours increase depending on demand.

**Job Description**

The following job description paints a more complete picture of the skills that we are looking for. The following section will show the broad tasks that the General Manager is expected to perform. Though the job is comprehensive, many of the skills required to successfully execute these responsibilities are learned/perfected during training.

**Main Responsibilities:**

* **Customer Service**
  + GMs adhere to the customer and should address all requests and complaints within 24 hours in the most accommodating and friendly way possible
  + The GMs should transfer the values of friendly customer service to the rest of their team and oversee thousands of satisfactory customer interactions
  + Schedule pick-ups and drop-offs of customer belongings
* **Human Resources**
  + The GMs should begin recruitment for May peak immediately following winter break, beginning with the recruitment of an Assistant Manager team of 4-6 individuals
  + Next, GMs will be expected to create and execute a formal training process for all assistant managers, to make sure they are thoroughly trained to operate the business as a whole, not simply their specific function
  + GMs will be expected to work with their Director of Human Resources to begin formalizing a plan to recruit and train 70+ field representatives for May Peak
  + GMs should accurately and effectively administer payroll on a timely basis so all employees are compensated for their work
* **Marketing**
  + GMs should develop a marketing plan based on past data, in order to utilize successful strategies and target specific audiences
  + Oversee and distribute materials in conjunction with the Marketing Director
  + Work with Cornell offices to distribute marketing material around campus
  + Reach target markets through various means such as tabling, quarter-carding, mass emails, social media campaigns, and discounts/incentives
* **Operations**
  + GMs should be up-to-date on all appointment requests, and effectively execute moves shipping requests
  + Keep a record of all operations purchases and budget for contingencies involving the truck, supplies, tools, or warehouse needs
  + When in the field, successfully complete appointments/oversee that field representatives are finishing appointments, and maintaining a proficient process flow while working to streamline any inefficiencies
  + Develop a system to organize and track all inventory in the warehouses
* **Office Work/Organization**
  + Maintain computer databases and input all important information
  + Implement a system for quality CRM input
  + Keep a running tab on customer inquiries (appointments, complaints, special tasks), employees, operations, truck maintenance, and inventory supplies
  + Effectively delegate and communicate tasks to Assistant Managers and field representatives
* **Financial** 
  + Work the President and CFO by creating a budget for the year
  + Meet with the CFO to review variance analyses
  + Determine pricing procedures for the year
  + Implement a cost-benefit analysis when making decisions about labor, materials, and pricing
* **Day-to-Day/General Responsibilities**
  + Keep up-to-date on emails, voicemails, customer inquiries, etc. within 24 hrs
  + Contribute to the overall benefit of SAI by participating in meetings, office hours, team projects, corporate recruiting/orientation/training and aiding other businesses when necessary
  + Honor all deadlines and action plans
  + Aid in the transition of the next manager by keeping organized records and adding to the training manual
  + Foster long-term business growth and development

**Necessary Skills:**

* **Physical:** As BRSS is a moving and shipping company, there is a physical element to the job. The General Manager should be able to move 50lb boxes individually.
* **Self-Motivation:** A General Manager should be passionate about the SAI experience, and want to succeed in their position. They should be able to see all of their projects through, and work towards BRSS’s success.
* **Prioritization:** A balance between BRSS and school is essential – GMs should be able to both study and successfully run their business.
* **Pre-Planning:** A key component of BRSS’s success is the ability to prepare for the peak periods ahead of time, so a forward-thinking manager is needed.
* **Customer Service Experience:** As BRSS deals with thousands of customers, experience dealing with various types of clients is necessary in order to keep up with the high volume of requests, special instructions, and interactions.
* **Leadership:** The General Manager is in charge of a team of Assistant Managers and over 70 employees, and must be confident enough to manage a large team.
* **Problem Solving:** BRSS must be able to address employee, customer, operation, and upper-management issues when they arise as effectively and efficiently as possible.
* **Thirst for Knowledge/Experience:** BRSS is the largest business at SAI, with a wide variety of responsibilities. The General Managers should be constantly motivated by their want to learn, experience, and achieve difficult tasks.

**What We’re Looking For:**

We are looking for a dedicated, enthusiastic, and passionate student who will prioritize SAI in order to insure its success. Some of the qualities we are looking for in potential GMs are:

* + People person/works well in an individual and team environment
  + Someone who is not afraid to do manual labor and get things done
  + A student that is driven and wants to expand their Cornell experience
  + Utilizes their team’s strengths and weaknesses, as well as their own
  + Is able to create a long-term plan and execute it
  + Handles critiques/direction well, and is willing to learn
  + A positive, friendly individual that pays attention to details and has foresight

If this sounds like you, apply today!