



## Hired Hands Moving Company (HHMC) General Managers

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**Purpose:** The General Managers of Hired Hands Moving Company (HHMC) are responsible for overseeing the delivery of cost effective, high quality moving and packing services to students, businesses, and residents. A General Manager is expected to effectively lead and delegate responsibility to a team of movers, as well as a Director of Operations. The General Managers aim to effectively plan, organize, and execute a successful summer business peak.

The HHMC General Managers also meet weekly with the Student Agencies President and CEO to update them on any financial issues, organizational challenges, and project updates. The General Managers must also craft a strategic business plan and budget, present quarterly to the Board of Directors, and retain important data in order to train incoming managers.

**Hourly Requirement:** This position requires the manager to work part-time (10-20 hours per week) during the academic year and full-time during the summer (35-40 hours per week). During peak weeks, hours may increase due to demand.

### Job Description

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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 Managers are 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**
  - Promptly address all phone and email inquiries and ensure pricing/estimates are honest and fair to maintain a positive relationship with customers
  - General Managers should conduct themselves in a polite, courteous, and respectful manner when addressing customers
  - Pre-plan all moves by preparing the necessary tools, supplies, and truck rental to avoid last minute mistakes
- **Financial**
  - Actively track revenue streams and appointment information to retain enough data for future forecasting
  - Work with the Financial Analyst and CFO to craft a comprehensive budget for the coming year
- **Equipment**
  - The truck, tools, and supplies needed to complete moves should be properly maintained, inspected, and cleaned on a regular basis
  - Inventory should be taken of all supplies and tools to make sure there is enough in stock to complete various moves
  - The HHMC truck should be inspected to ensure the safety of workers and the customer's belongings, as well as be able to meet DOT standards



- **Marketing**
  - Expand upon the past year's marketing plan analyzing the success of different ideas and establish an aggressive guerrilla marketing campaign
  - Continue marketing plans revolving around a strong online presence as well as maintaining relationships with local realtors and landlords so they recommend HHMC to tenants
  - Continue to build brand recognition around Ithaca and Cornell
- **Human Resources**
  - Proactively build an employee base to prepare for summer peak and effectively delegate responsibilities to different employees
  - Train employees utilizing training manuals/materials, administer driving tests, and document employee information for future manager use
  - Comprehensively train all employees on processes, procedures, customer service, and safety measures
- **Day to Day/General Responsibilities**
  - Remain up to date on emails, voicemails, etc.
  - 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
  - Ensure that movers are sent off properly and on schedule throughout the day

## Necessary Skills:

- **Customer service:** A General Manager spends a significant amount of their time speaking with customers, whether it be for estimates, planning moves, or addressing complaints. Experience and/or comfortability interacting with varying types of customers in a polite, welcoming, and courteous manner is essential.
- **Teamwork:** Since there are two General Managers, working together well and respecting each other's strengths and weaknesses makes HHMC stronger.
- **Problem solving:** The General Manager must be quick on their feet to address unforeseen difficulties during moves.
- **Communication:** General Managers, when not going on moves themselves, train and schedule their employees for various moves. Communication with employees is essential to on-time moves, as well as being able to clearly define expectations for both the movers and the customers on the length, price, and difficulty of each job.
- **Physical skills/moving experience:** A General Manager must be able to move, lift, and carry large objects such as densely packed moving boxes and furniture. As well as driving 16- and 26-foot box trucks.

## What We're Looking For:



We are looking for a dedicated, enthusiastic, and passionate student who will prioritize SAI in order to ensure its success. If you exhibit any of the necessary personal qualities of an HHMC General Manager and/or have relevant experience, apply today! The purpose of SAI is to provide students with experiential learning, so don't let a lack of experience deter you from applying. In many cases, we weigh a candidate's motivation for joining SAI, ability to self-start, and resilience over past work experience.