

The Professional Couriers

Industry: Courier and Cargo

Established in 1987, The Professional Couriers is one of the leading Courier and Cargo organisations in India. With over 3 decades of presence in the Industry, the firm operates with over 3300 branches PAN India and delivers across +70,000 destinations Globally.

Job Title: Branch Manager

Basic Requirement:

- Strong communication & interpersonal skills (Fluent in English, Kannada and Hindi)
- Work experience in related Industry preferred
- Two wheeler a must for commute

Responsibilities and Duties

- Maintaining branch reporting time
- Monitoring the reporting time of the delivery executives and receptionist
- Assigning Delivery routes to the delivery staff and ensuring all shipments are Delivered and Picked up on time
- Ensuring Small parcels and documents received in branch as per SLA from the operations HUB
- Ensures the branch receptionist performs their roles and responsibilities daily

- Weekly inspection of delivery routes to ensure delivery team conducts their activities as per SLA
- Cross check holding shipments and validate the updations
- Cross check return consignments and validate the updations
- Customer relationship management with all existing clients on a weekly basis
- Ensuring credit collections as per SLA and escalation to the Credit collection department regarding any pending payments from the customers
- Ensuring customer satisfaction and resolving any complaints
- Assigning Pick up schedule and ensuring the same is done on a daily basis
- Collection of customer database on a weekly basis and send it to the sales department
- Approaching potentials leads, attending appointments, pitching all the services and conversion to achieve branch turnover target
- Ensuring the branch staff are in professional attire
- Ensuring all outgoing shipments are sorted and sent on time to the Operations sector wise (Ex: BLR, MAA, BOM)
- Maintaining Accounting copies as per destination and weight
- Audit report to be maintained
- Cross check Cash collection statements
- Coordination regarding vehicle reporting and departure time
- Ensuring smooth branch administration
- Daily upkeep of company assets