

Regional Manager Job Description

Report to: Director of Operations Geeks on Call

Responsibilities:

- Responsible for overall performance of assigned group of franchisees.
- Answer operational questions and issues from franchisees and technicians.
- Assist in monitoring overall customer satisfaction.
- Maintain communication with all franchise owners on a regular basis.
- Analyze franchisee performance and provide feedback, guidance, training and encouragement in order to impact results.
- Assist in the developing of new operations procedures and policies.
- Assist training department with new franchisees and ongoing training.
- Conduct and attend regional meetings for assigned regions.

Requirements:

- At least 5 years business/sales experience or equivalent education.
- Working knowledge of Microsoft office products.
- Strong communication skills.
- Strong analytical skills.
- Able to travel 10%- 20% of the time if needed.

Skills Needed:

- Ability to Train Business Owners according to GOC standards
- Good written and verbal communications
- Ability to Analyze and think strategically
- Attention to Detail
- People skills

Additional Information:

- Position is at our corporate office in Norfolk VA
- No relocation reimbursement available