



General Manager, Mesa Moving and Storage Salt Lake City, UT

Who We Are

Mesa's passion is "Helping People" and to "Be the Best". We are a full-service moving company with, exceptional capabilities and skilled, dedicated professionals. Mesa Moving and Storage can handle any move, whether it's a residential move across town, across the country or around the globe, we have it covered. We also help a variety of Corporate clients with relocating their employees, office moves and commercial warehouse services. Mesa prides itself on providing quality customer service regardless of the size and scope of the move. Our success speaks for itself and we have been awarded numerous customer quality awards!!

A Bit about Our Culture

Here at Mesa we live Pride, Respect and Trust. We take PRIDE in exceeding expectations through motivation and passion; show RESPECT for our customers and co-workers with courtesy, appreciation and empathy and demonstrate TRUST through honesty and transparency. We go the "extra mile" to ensure the needs of our customers are met during their move. If you take pride in your work and committed to customers then Mesa is the place for you.

The Role

We are looking for a **General Manager for our Salt Lake City branch**. This position will have leadership responsibility for the entire branch including operations, sales, customer service, safety and office/facility management. As a member of the Senior Management Team, this position is a key contributor to the company's overall strategy as it relates to operations management.

As the leader of the branch, this position is critical to both the employee and client experience and is responsible for the following:

- Ensuring the branch is operationally efficient to provide a high-quality service to our customers
- Monitor customer, market and competitor activity and provide feedback to company leadership team and other company functions
- Providing world class customer service and ensure our team has the tools and capabilities to deliver on that commitment
- Create an environment and culture that strives for operational excellence
- Effectively communicate branch performance and company goals to increase employee engagement
- Act as leader, mentor and coach to attract and retain talent
- Continuous analysis of current employee skill sets and capacity to determine training opportunities to develop employees
- Develop processes and systems to identify and resolve service delivery issues



- Promote a safe work environment for employee.
- Responsible for achieving Branch sales and profitability goals
- Being a role model of the company's core values of Pride, Respect, and Trust

Competencies

1. Leadership.
2. Operational Analysis Skills.
3. Selling Skills.
4. Strategic Thinking.
5. Business Acumen.
6. Problem Solving/Analysis.
7. Results Driven.
8. Financial Management.
9. Emotional Intelligence

Minimum Requirements

- High school diploma is required; Associate's or Bachelor's Degree are preferred
- Management experience within the **moving & storage/transportation industry required**
- Strong customer and sales focus to build corporate and commercial business
- Strong knowledge of general operations strategies and activities, including understanding of financial statements and the budgeting process
- Excellent verbal and written communication skills
- Experience with Lean principles and Six Sigma a strong plus
- PC literacy at the medium to high level, including experience using MS Office products

Mesa is an equal opportunity employer and encourages all qualified candidates to apply.

Interested? Apply Now!