

**TVTC  
ASSISTANT BRANCH MANAGER  
JOB SERIES 09A**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

*Pay Scale \$15.00 to \$18.00 per hour. TVTC Hourly Position Level 3*

**DEFINITION**

To manage, oversee, coordinate and participates in the more complex and difficult work of TVTC personnel responsible for customer service, registration, drug screens, background checks, on-site and off-site training, ARSC courses, third party testing, employee and instructor scheduling.

**DISTINGUISHING CHARACTERISTICS**

This is the assistant site supervisory series. Employees within this class are distinguished from other hourly positions by the performance of duties as assigned in addition to performing lead supervisory responsibilities for a specific site in the absence or in support of the primary branch manager. Employees at this level receive instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

**SUPERVISION RECEIVED AND EXERCISED**

Receives specific direction from branch management personnel.

Receives general direction and guidance from Company management.

Exercises functional and technical supervision over lower level employees as required, in the absence and support of the primary branch manager.

**ESSENTIAL FUNCTION STATEMENTS** – *Essential duties may include, but are not limited to, the following:*

**Essential Functions:**

1. Responsible for the general oversight and supervision of TVTC personnel in the absence of and/or in support of the TVTC Branch Manager.
2. Communicates with customer/plant management and addresses concerns as needed.
3. Assist with forecasting work, assist with schedules to optimize manpower usage.
4. Ensures customer needs are met to include addressing problems, handling exceptions or exclusions, explaining or updating business rules, communicating TVTC/ARSC policy and other issues that may arise.

5. Ensure the adherence to safe work practices and procedures.
6. Respond to public inquiries in a courteous manner; provide information within the area of Assignment; resolve complaints in an efficient and timely manner.
7. Perform related duties and responsibilities as required.
8. Make sure that all Operation Employees are always up to date on all TVTC required training.
9. Make sure that all Third Party Proctors are always current on their Certifications.
10. Responsible for time if Branch Manager is out.
11. Make sure that all supplies (Badges, Ribbon, etc) are always in good stock.
12. Approve related invoices in the absence of the branch manager.
13. Some overnight travel should be expected to conduct TVTC business.
14. Other duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

Operations, services, and activities of the TVTC related to area of work assigned.  
Principles of lead supervision and effective communications.  
Methods and techniques of activity management related to area of work assigned.  
Modern office equipment including a computer.  
Occupational hazards and standard safety practices.

### **Ability to:**

Lead and organize the work of staff in the area of work assigned.  
Interpret, explain, and enforce Company policies and procedures.  
Operate a computer and utilize various software programs.  
Work independently in the absence of supervision.  
Understand and follow oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking or standing for extended periods of time*
- *Operating assigned vehicles.*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*

- *Operating assigned vehicles.*

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

One year of increasingly responsible experience in the management of personnel and operations in the area of assignment is preferred.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in administrative and managerial development.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

**WORKING CONDITIONS**

**Physical Conditions:**

Most positions in this class require frequent lifting/carrying of objects weighing up to 25 pounds, and less frequently up to 50 pounds, stooping, kneeling, crouching, reaching and handling.

**Employee Understanding**

I have read and understand the written description of the aforementioned job requirements and essential job duties I have been hired to perform.

I understand that they are not all inclusive and I may be required at times to perform other duties in the organization as the need(s) may arise.

I understand that I may be required to perform these job functions at the TVTC site or at a customer location.

I understand that my job duties may require me to work overtime or to occasionally travel, to include overnight stays on rare occasions.

Employee Signature \_\_\_\_\_

Employee Name Printed \_\_\_\_\_

Date \_\_\_\_\_

HR/Management Signature \_\_\_\_\_

Date \_\_\_\_\_

