

**204 Customer Service Manager**

Manages the daily internal operations of a single profit center and supervises inside staff. Ensures adherence to established office procedures and the provision of quality service. Has service and operations responsibilities only (no sales). Requires a minimum of two years of staffing or office management experience. Works under general supervision.

**208 Branch Manager**

Manages all phases of branch operations. Responsibilities include staffing (including recruitment and training), development of business opportunities such as targeting large clients, establishment and maintenance of key client relationships, monitoring and delivery of customer service, advertising and public relations (including the development of industry and brand awareness), understanding of company operations, setting of client rates, and assistance with budget planning. Requires a minimum of two to four years of business experience with two years of experience in direct sales. Reports to Area Manager or Area Vice President.

**215 Branch Manager - Technical, IT, and Scientific Staffing**

Manages all phases of branch operations related to recruiting, sourcing, and placing candidates for information technology, engineering, science, or technical positions (temporary, contract, or permanent). Responsibilities include staffing (recruitment and training), development of business opportunities such as targeting large clients, establishment and maintenance of key client relationships, monitoring and delivering of customer service, advertising and public relations (including the development of industry and brand awareness), understanding of company operations, setting of client rates, and assistance with budget planning. Requires a minimum of two to four years of business experience, two years of experience in direct sales, and familiarity with technical staffing. Reports to Area Manager or Area Vice President.

**216 On-Site Manager**

Works at client site and is responsible for recruiting and maintaining an inventory of qualified temporary and contract employees, filling client's orders, completing documentation required by client, and handling employee relations issues of the temporary and contract work force. Responsible for managing all on-site staff as well as overall profitability and management of account. Requires minimum of three years of business experience, a college degree, or both. May report to Area Manager.

**217 Area Manager**

First management level above Branch Manager. Manages all phases of area sales and operations. Supervises two or more branches. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales), customer service, advertising, and public relations (including developing industry and brand awareness). Sets client rates and assists with budget planning. Requires a minimum of four years of staffing service and/or branch operations experience. May report to Area Manager or Area Vice President.

**225 Area Operations Manager**

Manages all phases of operations for multiple branches or assigned profit centers within a geographic area. Responsibilities include staffing (recruitment and training). Develops business opportunities and maintains key client relationships. Monitors and delivers customer service, advertising, and public relations (i.e., develops industry and brand awareness). Sets client rates and assists with budget planning. Has service and operations responsibilities only (no sales responsibility). Requires a minimum of four years of staffing services or branch operations experience. May report to Regional Service Manager.

**230 Area Operations Mgr - Technical, IT, and Scientific Staffing**

Manages all phases of operations relating to recruiting and sourcing candidates for technical positions (information technology, engineering, science) for multiple branches or assigned profit centers within a geographic area. Responsibilities include staffing (recruitment and training). Develops business opportunities and maintains key client relationships. Monitors and delivers customer service, advertising, and public relations (i.e., develops industry and brand awareness). Sets client rates and assists with budget planning. Has service and operations responsibilities only (no sales responsibility). Requires a minimum of four years of technical staffing or technical branch operations experience. May report to Regional Service Manager.

**232 Area Sales Manager**

Manages sales activities for multiple branches within an assigned geographic area, develops targets for sales staff, and monitors achievements. Identifies prospects, makes sales calls, prepares and delivers sales presentations, recruits and trains sales staff, gathers and organizes market information to determine sales potential, prepares sales forecasts, and develops and recommends targets to ensure that regional goals are achieved or exceeded. Requires a minimum of six years of staffing or related industry sales experience.

**255 Regional Service Manager**

Manages the services and operations of all assigned profit centers within a geographic region. Responsible for providing leadership, management, and development to all customer service representatives, and for developing and communicating the standards by which the service delivery systems are implemented and maintained. Responsible for developing service strategies for existing and prospective accounts. Requires a minimum of five to seven years of experience in the staffing industry.