



Job Description General Manager

The General Manager reports directly to the Chairman of Directors and assumes responsibility and co-ordination of Delta Electrics activities. The General Manager must ensure all areas of the Company, including but not limited to; Quality Assurance (QA), Occupational Health, Safety and Environment (OHSE), Statuary and Regulatory requirements, are met in order to obtain optimum efficiency and effectiveness for our customers, shareholders, employees and associates.

Plan, develop and oversee policies and goals with the assistance of the Directors and other employees to ensure all Divisions run smoothly and with the minimum disruption due to internal or external pressures.

The current Divisions in the Company and the areas of responsibility are listed below but are not limited to:

Administration and Finance Division

- Quality Management
- Financial Management
- Project Administration
- Assets and Infrastructure Management
- Information Technology Management

Sales Division

- Monitor the performance of the Division utilising available reports and work with the Sales Manager to resolve all issues in a timely, fair and reasonable manner
- Oversee the inventory management process with the assistance and co-operation of the Sales Manager to ensure that we achieve the best buying prices and stock levels
- Monitor the marketing plan promotional timetable to ensure all timelines are met
- Ensure our margins are realistic and competitive to the market place
- Assist the Sales Manager in their duties when necessary to ensure targets are met
- Assist with technical and commercial advice when required
- Responsible to overseeing and approving the submission of all tenders and quotes, in accordance with delegations, to ensure that selection criteria are addressed appropriately and all costings are accurate.

Projects and Services Division

- Monitor the performance of the Division utilising available reports and work with the Division Manager to resolve all issues in a timely, fair and reasonable manner
- Oversee the management of the labour forecast
- Ensure all Projects and Services jobs are completed efficiently and effectively
- Assist with technical and commercial advice when required
- Attend monthly toolbox meetings
- Responsible to overseeing and approving the submission of all tenders and quotes, in accordance with delegations, to ensure that selection criteria are addressed appropriately and all costings are accurate.



Key areas of responsibility are Organisational Management, Personnel Management, Business Development and Financial Management.

Organisational Management

- Provide leadership and administrative direction to all employees
- Develop and maintain a management system that prompts individual and team motivation and achievement of Company objectives
- Responsible for overseeing that the QA system is robust and meets all audit requirements
- Possess excellent communication skills
- Develop and maintain a Company Business Plan
- Develop and maintain a Company Marketing Plan
- Provide relevant General Manager input for the Delta Electrics Weekly Notices
- Attend weekly meeting with the Chairman of Directors
- Attend and chair the Monthly Management Meeting usually held at 7am on the 3rd Thursday of each month.

Personnel Management

- Responsible for employee recruitment and training
- Responsible for employee performance management systems
- Generally, each Division Manager is responsible for employee recruitment and retention within their Division – however, they may require assistance from the General Manager from time to time. In particular, they may require guidance on relevant legislation and employment terms and conditions. They may also require assistance and advice on performance management or conflict resolution.

Business Development

- Responsible for seeking out new business with the view to expanding the Company's market share
- Responsible for developing and maintaining relationships with all key Customer and Suppliers
- Responsible for monitoring all aspects of the Company's Customer Relationship Management package (currently the Sales Force Manager (SFM))
- Address all customer Compliments and Complaints in a timely manner

Financial Management

- Prepare yearly budgets for all Divisions with the assistance of the appropriate Division Managers.
- Ensure that accurate and timely trading reports are produced monthly with the assistance of the Business Manager.
- Ensure that Debtors and Creditors are managed appropriately

At all times the Company Directors are available to assist in any matter that causes significant concern that may affect the Company's best interests.

Print Name

Signed

Date