



<https://old.transcorp-intl.com/job/branch-manager/>

Branch Manager

Description

We are looking for a **Branch Manager** to lead our **Riyadh operations**, combining **sales, management, and operational expertise** with a strong **KSA network**. The role involves driving growth, managing branch operations, and ensuring seamless cold-chain logistics service delivery.

Responsibilities

Operations:

- Closely monitor day to day deliveries and ensure the deliveries are done within the time frame with no delays.
- Keep an eye on all the groups to monitor escalations, complaints and find solutions to ensure Client satisfaction.
- Continuously provide training with documentation to the team.
- Oversee the issues and come up with new ways to overcome the issues and define solutions to the team to solve the recurring problems.
- Closely work with the planning team to ensure the same issues are not repeated and continuously recheck the planning everyday based on previous days data to see what can be changed to ensure no delays in the future
- Meet with the clients to understand their issues and explain our concerns to come up with a solution suitable for both parties.
- Cost analysis to see if the hiring requests are reasonable to the new revenue/clients.
- Create process documents for Ops team and training for drivers and helpers on how to handle day to day situations according to various client requests.
- Work with internal teams like warehouse, Pick up team and fulfillment team to ensure the last mile `deliveries are carried out without any hiccups.

Sales:

- Identify and secure new business opportunities in temperature-controlled last-mile delivery to expand market presence.
- Build and maintain strong relationships with key clients, ensuring high customer satisfaction and retention.
- Develop and execute sales strategies to achieve revenue targets and enhance profitability.
- Leverage a strong KSA network to penetrate new markets and industries, including food, pharmaceuticals, and retail.
- Lead pricing discussions, contract negotiations, and service agreements to maximize value for both the company and clients.
- Monitor sales performance, analyze trends, and provide regular reports to senior management.
- Work closely with operations and customer service teams to ensure seamless service delivery and client satisfaction.

Management:

Hiring organization

Transcorp International

Employment Type

Full-time

Industry

Warehouse, Logistics

Job Location

Riyadh, KSA

Date posted

May 26, 2025

- Lead and manage day-to-day operations, ensuring efficiency in temperature-controlled last-mile delivery.
- Recruit, train, and develop a high-performing team across sales, operations, and customer service.
- Set KPIs, monitor team performance, and implement strategies to improve productivity and service quality.
- Develop and execute business plans aligned with company goals for growth and market expansion.
- Oversee branch P&L, budgeting, and cost optimization to drive profitability.
- Ensure adherence to KSA logistics regulations, cold-chain standards, and safety protocols.
- Collaborate with senior management, operations, and external partners to streamline processes and enhance service delivery.

Qualifications

- Bachelor's in Business, or Supply Chain management.
- Seasoned professional with a minimum of 3 to 5 years of experience in the Last mile delivery industry.
- Leadership, Communication, Team management, Training, Data collection and analysis, Operational improvement, Innovation, Relationship management, Cross functional collaboration, Strategic planning and execution, Process improvement.
- Excellent interpersonal skills.
- Proven ability to drive revenue, manage fleets, and oversee WMS.
- Experience in budgeting, and P&L oversight.
- Proficient in MS Office (Excel), Suite Fleet, and logistics software.

Strong local network, knowledge of regulatory awareness, and government dealings.