



**Job Title:** Branch Controller: SOLAR, Service Centre and Retail

**Reports To:** Managing Director (MD)

**Department:** Business Unit: Furntech Specialised Solar systems

### **Position Summary**

The position is responsible for the overall profitability, operational efficiency, and day-to-day management of the *service centre, solar business* and *retail sales* within the branch.

### **Key Responsibilities**

#### **1. General Branch Management**

##### **1.1 Financial health and reporting**

- 1.1.1 Optimise the profitability of the Business unit.
- 1.1.2 Monitor and manage profit margins across retail sales, service repairs, and solar projects.
- 1.1.3 Identify and manage financial variances pro-actively.
- 1.1.4 Generate regular performance, financial, and operational reports for senior management.

##### **1.2 Operational efficiencies**

- 1.2.1 Identify operational bottlenecks and proactively implement solutions
- 1.2.2 Manage petty cash reconciliation and general branch expenditures.
- 1.2.3 Oversee facility maintenance and utilities management (electricity, water, etc.).

##### **1.3 Team Management**

- 1.3.1 Manage team and ensure a productive and positive work environment.
- 1.3.2 Manage general office supplies, stationery, and staff amenities.

#### **2. Branch Operations Management**

##### **2.1 Retail Management**

- 2.1.1 Drive retail sales growth and actively promote products and services to walk-in and corporate clients.
- 2.1.2 Oversee showroom operations, ensuring stock is displayed attractively, cleanly, and accurately (Visual Merchandising).
- 2.1.3 Manage retail inventory levels, ensuring optimal stock availability without over-ordering. Set, monitor, and achieve sales and margin targets.

## 2.2 Service Centre Management

- 2.2.1 Oversee the end-to-end operations of the Service Centre, including managing Helpdesk tickets and ensuring swift turnaround times.
- 2.2.2 Manage service-related stock, spare parts, and tools.
- 2.2.3 Act as the primary escalation point for technicians facing complex technical problems, liaising directly with suppliers and customers to find resolutions.
- 2.2.4 Compile, review, and submit accurate technical reports.
- 2.2.5 Liaise seamlessly with the claims and warranty departments to process customer repairs and returns.

## 2.3 Solar Department Coordination

- 2.3.1 Coordinate day-to-day activities within the Solar Department, acting as the bridge between sales, technical, and procurement teams.
- 2.3.2 Assist with Customer Relationship Management (CRM) and oversee Solar Helpdesk tickets.
- 2.3.3 Process sales orders, purchase orders (POs), and manage solar-specific inventory and project stock.

## Qualifications & Experience

- **Education:** Diploma or Degree in Business, or technical field.
- **Experience:** 3–5 years working experience, preferably in a technical, retail, or service-oriented environment of which at least years should be a senior supervisory or junior management level. Working experience within a home appliances or electronics environment will be advantage.
- **Knowledge:** Knowledge of home appliances and/or electronics required. Familiarity with Helpdesk ticketing systems, CRM software, and inventory management systems. Knowledge of the solar industry will be an advantage.
- **Financial Acumen:** Proven ability to interpret financial statements, control costs, and drive branch profitability.

## **Key Competencies (*Added for your consideration*)**

- **Leadership:** Strong ability to motivate technicians, sales staff, and administrators.
- **Problem-Solving:** Capable of diagnosing both technical and operational issues and implementing quick, effective solutions.
- **Customer-Centric:** Excellent communication and conflict-resolution skills when dealing with high-level customer complaints or supplier negotiations.
- **Organized:** High attention to detail with the ability to juggle multiple departments and administrative tasks simultaneously.

## **Closing Date**

13 July 2026, 7:00PM

---

## **Application Procedure**

Interested candidates who meet the above requirements are invited to apply via [www.jobopportunities.net](http://www.jobopportunities.net) and submit:

- A detailed cover letter
- An updated CV
- Certified copies of relevant qualifications