



General Manager

About us:

All Dry is a premier, nation-wide water mitigation and mold remediation service provider. We pride ourselves on providing exceptional customer service with a focus on professionalism, communication, respect, urgency, savings, and right-the-first time. Come join a high-performing team dedicated to providing the very best property remediation/cleanup services available!

Why work for All Dry?

- Competitive pay and benefits.
- Start a new or jump-start your career, with unmatched growth opportunities.
- Our culture. We believe in:
 - Diversity, equity, and inclusion
 - Telling the truth, doing what we say, and what's right
 - Working as a team and helping one another
 - Solving problems and growing each day
 - Kindness, respect, and compassion

The role:

We are looking for an enthusiastic, positive leader to grow our All Dry Services branch! This role is a salaried full-time position. You will oversee marketing and sales functions as well as the day-to-day operations of the business, reporting to the franchise owner. You will be responsible for effective planning, delegating, coordinating, staffing, organizing, decision making, and exceeding business goals. Help us make "All Dry" a household name, and the number one service people think to call when disaster strikes!

Basic Qualifications, Education:

- Required:
 - College degree or equivalent industry experience
 - 5+ years prior work including leadership experience
 - Valid driver's license
 - Excellent driving record/background check
 - Experience with computer tech, e.g. computers, smart phones, tablets, social media, Microsoft Office/other software
 - Excellent organizational, time-management, oral/written communication, and interpersonal skills
 - Excellent attitude of diversity, equity, inclusion, respect, and professionalism
 - Outstanding leadership qualities





- Dedication to personal and professional growth and excellence
- Recommended:
 - Business/marketing degree or higher
 - Prior marketing/sales/customer service/restoration field experience
 - Experience with business software technologies
- Strong plus:
 - 3+ years direct relatable and/or supervisory/management experience
 - Multilingual skills

Job Requirements:

- Able/willing to:
 - Travel locally and out of state
 - Walk and stand for long periods of time including driving, sitting
 - Independently plan and execute a business strategy
 - Lift up to 50 lbs with assistance
 - Visit potentially challenging conditions/job sites
 - Work flexible hours/take occasional off-hours calls
 - Perform advanced problem-solving
 - Lead and inspire team members to excel
 - Build strong, positive relationships with customers, reports, and other stakeholders
- Above all we are looking for positive, engaging attitudes, relationship-builders, and people who share our strong desire to help our community and one another. We will teach the rest!

Core Responsibilities:

- *Identify, track, and improve upon performance and indicators, ensuring all business goals are met.*
- *Oversee and provide direction to operations and marketing functions.*
- *Plan resourcing/organizational needs for the business.*
- *Help develop and ensure adherence to budgets and business plans.*
- *Ensure operational readiness and establish backup/contingency plans.*
- *Develop systems, documentation, policies, and procedures.*
- *Drive employee satisfaction, personal development and performance management.*
- *Recruit, hire, train and coach a high-performing team.*
- *Interact with and provide excellent customer service such as job estimates and quoting.*
- *Plan, lead/oversee meetings and report on performance to branch owner and franchise leadership.*
- *Drive continuous improvement in the business, personnel, and performance.*





- *Role model and cultivate All Dry values and cultural pillars throughout the organization.*

This list is intended to represent basic responsibilities, but you may be called upon for other tasks based on the needs of the business.

