Date : 5 November 2026

JOB DESCRIPTION

1.	**Position in Company**	:	**Branch Manager**
2.	**Qualifications**	:	**Diploma or Degree in Engineering, Business Administration, management or a related discipline.**
3.	**Experience**	:	**Minimum 5 years of relevant working experience, preferably in engineering, oil and gas, technical services or industrial operations**
4.	**Responsibility**	:	

Job Purpose

To oversee and manage the overall operations, administration, manpower, customer relationships and business development of the assigned branch.

The Branch Manager is responsible for ensuring that all branch activities are carried out efficiently, safely and in accordance with company policies, operational procedures, contractual obligations and financial objectives.

The Branch Manager shall act as the primary person responsible for the branch's day-to-day performance and serve as the communication link between branch personnel, customers, suppliers and Head Office.

5. Key Responsibilities

A. Daily Branch Operations

- Oversee and manage the daily operations of the branch.
- Ensure all operational activities are properly planned, coordinated and executed.
- Monitor ongoing projects, service jobs, maintenance contracts and customer requirements.
- Ensure all work orders, service reports, delivery orders and other operational documents are properly completed.
- Identify operational issues and implement corrective actions.
- Ensure the branch operates in accordance with company policies and procedures.
- Conduct regular branch meetings to review operational matters and outstanding tasks.

B. Manpower & Human Resource Management

- Manage and coordinate the branch workforce, including technicians, engineers, administrative and operational personnel.
- Prepare and monitor manpower allocation and work schedules.
- Ensure sufficient manpower is available to support projects, maintenance activities and customer requirements.
- Monitor employee attendance, punctuality, leave and discipline.
- Conduct performance monitoring and provide feedback to employees.
- Identify manpower shortages and recommend recruitment or manpower transfers.
- Ensure employees comply with company rules, policies and working procedures.
- Resolve day-to-day staff issues and escalate disciplinary matters when necessary.

C. Customer & Client Management

- Maintain good working relationships with existing customers.
- Act as the primary contact person for branch-related customer enquiries and operational matters.
- Attend customer meetings and site visits when required.
- Follow up on customer complaints, service requests and outstanding issues.
- Monitor customer satisfaction and ensure timely responses.
- Identify opportunities for additional services, maintenance contracts and equipment sales.
- Ensure customer commitments and contractual requirements are fulfilled.

D. Project, Service & Maintenance Coordination

- Monitor and coordinate Preventive Maintenance (PPM) activities and service schedules.
- Ensure work orders and service assignments are issued and properly tracked.
- Coordinate technicians, engineers, subcontractors and other relevant personnel.
- Monitor job completion, service reports and outstanding work.
- Ensure service reports are reviewed and submitted to customers promptly.
- Follow up on outstanding technical issues, materials and equipment requirements.
- Coordinate with the Head Office technical and operations teams for additional support when required.

E. Sales & Business Development

- Identify potential business opportunities within the branch's geographical coverage.
- Maintain relationships with existing and prospective customers.
- Support the preparation and submission of quotations and tenders.
- Follow up on quotations, purchase orders and customer enquiries.
- Develop opportunities for equipment supply, maintenance contracts, projects and technical services.
- Monitor competitors and identify new market opportunities.
- Achieve assigned branch sales and business development targets.

F. Financial & Administrative Management

- Monitor branch operating expenses and ensure spending remains within approved budgets.
- Monitor project costs, service costs and operational expenditure.
- Ensure service reports, timesheets and supporting documents are submitted promptly for invoicing.
- Follow up on outstanding invoices and customer payments.
- Ensure purchase requisitions and material requests are properly justified and approved.
- Monitor petty cash, branch expenses and administrative records.
- Prepare monthly branch operational and financial reports.
- Identify opportunities to improve branch productivity and profitability.

G. Health, Safety & Environment (HSE)

- Ensure all branch employees comply with company HSE policies and procedures.
- Monitor compliance with customer and site-specific HSE requirements.
- Ensure personnel attend required safety inductions and training.
- Monitor toolbox meetings, risk assessments and permit-to-work requirements.
- Report incidents, near misses and unsafe conditions.
- Implement corrective and preventive actions where necessary.

H. Reporting & Management Responsibilities

- Submit monthly branch performance reports to Management.
- Report sales performance, project progress and operational activities.
- Highlight manpower, financial and operational challenges.
- Provide recommendations for operational improvements.
- Attend management meetings when required.
- Ensure all management instructions and company initiatives are implemented at branch level.

6. Daily Job Routine

Frequency	Responsibilities
Daily	Review attendance, manpower availability and work schedules.
Daily	Monitor ongoing projects, service jobs and customer requests.
Daily	Follow up on outstanding operational issues and customer complaints.
Daily	Coordinate with technicians, engineers and administrative personnel.
Daily	Review urgent quotations, purchase requests and material requirements.
Daily	Ensure completed jobs have supporting service reports and documentation.
Weekly	Review PPM schedules, project progress and manpower utilisation.
Weekly	Follow up on outstanding quotations, purchase orders and invoices.
Weekly	Conduct branch operational meetings.
Monthly	Submit branch operational, sales and financial performance reports.
Monthly	Review employee performance, operating costs and business opportunities.

7. Key Performance Indicators (KPIs)

The Branch Manager will be assessed based on the following:

- Branch Business Performance – Achievement of assigned sales and revenue targets.
- Operational Efficiency – Timely completion of projects, service jobs and maintenance activities.
- Customer Satisfaction – Customer feedback, complaints and response time.
- Manpower Management – Effective manpower utilisation, attendance and productivity.
- Financial Performance – Control of operating expenses and branch profitability.
- Documentation & Invoicing – Timely submission of service reports, invoices and supporting documents.
- Business Development – New customer acquisition, quotation conversion and additional business opportunities.
- HSE Compliance – Compliance with company and customer safety requirements.

8. Authority

- Allocate and coordinate branch manpower.
- Assign daily work schedules and operational responsibilities.
- Coordinate directly with customers on routine operational matters.
- Recommend recruitment, training, disciplinary action and employee performance improvements.
- Recommend purchases and operational expenditure within approved budgets.
- Coordinate service activities and operational resources.
- Escalate significant operational, financial and contractual matters to Management.

The Branch Manager shall not independently commit the company to major financial expenditure, contractual obligations, pricing commitments or personnel decisions outside the authority delegated by Management.

9. Skills / Ability

:

- Previous experience in supervising employees and managing operational activities.
- Good customer relationship and communication skills.
- Good understanding of project coordination, service operations and business administration.
- Ability to prepare reports, monitor costs and manage operational performance.
- Strong leadership, problem-solving and decision-making capabilities.
- Willingness to travel and attend customer sites when required.

10. Line of Reporting

Reports to Managing Director / General Manager

Interested candidates please send your application together with resume to:
admin@petro-excel.com.my

For more information, visit: ***www.petro-excel.com.my***