



Job Description: Franchise Support Specialist

Overview

The Franchise Support Specialist is a key member of the TMN Systems Inc. (“TMN”) organization who has ultimate responsibility to provide field support to the franchise locations and operational support to the Company.

The Franchise Support Specialist is recognized for having extensive knowledge in IT VAR/MSP location operations including financial consulting abilities. The Franchise Support Specialist also possesses specific expertise that can be leveraged by the MicroAge Network in one or more of the following areas marketing, service delivery, relationship management or sales representation.

Objectives of the Position

- Position dedicated to delivering the MicroAge Value Proposition into the territory identified by TMN.
- Assist the MicroAge locations in increasing their profitability, operational efficiency and their business valuation.
- Protect the value of the brand by insuring that the franchise locations adhere to the franchise agreement and minimum requirements for MicroAge locations.

Essential Duties

Description	Percentage of Time Spent
1. Perform field support duties <ul style="list-style-type: none">✓ Site visits, business reviews, consulting✓ Promote self-sufficiency, 2nd level escalation	80%
2. Participation in Company driven initiatives <ul style="list-style-type: none">✓ MicroAge Conference, partner events✓ Support national marketing initiatives✓ Social media activity	10%
3. Personal education: Industry, technology, skills training	5%
4. Other duties assigned by the Company	5%

Primary Responsibilities

- Conduct field visits and business reviews with the MicroAge locations within your assigned territory to develop action plans to maximize financial and operational performance, while insuring compliance to the terms and conditions of the franchise agreement and minimum requirements.
- Dedicate your entire time and energy in supporting the MicroAge Value Proposition. Justify the time spend on activities and programs that will provide positive long-term business outcomes to the locations.
- Provide operational support and execution of TMN-approved initiatives within the assigned MicroAge locations.



- Educate the MicroAge locations on available Vendor programs. Assist them in leveraging the programs and initiatives that will positively impact their businesses. Assist them in developing Vendor relationships and managing location-specific issues.
- Leverage successes and share best practices that will enhance the performance of all locations within the network. Suggest practices that should be included in the franchise operations manual.
- Be available, accessible and provide timely resolution to business issues that have been escalated by the locations.
- Assist in the coordination and delivery of all events that will support the business priorities of TMN.
- Provide Management with the reporting required to outline activities and demonstrate the progress within your assigned territory.
- Understand, interpret and have the ability to communicate and apply the terms of the Company's franchise agreements, disclosure documents, or any other agreements required by TMN to conduct their business.
- Develop and strive to maintain influential relationships within the Vendor community. Safeguard your reputation and that of the Company.
- Maintain the security of assets and Confidential Information of TMN, Clients, vendors and all other partners.
- Represent the Company in a manner that is conducive to business; maintain business like appearance and conduct, while respecting corporate policies and standards for professionalism as required by Management.

Working Conditions

- This position can be based either from our Laval Head Office or home-office location.

Minimum Requirements / Qualifications

- College diploma with specialization in business, administration or equivalency.
- Fully bilingual, written and spoken (French & English).
- Minimum ten (10) years of successful IT VAR/MSP operational experience.
- Candidate must be current with industry trends, technologies and vendor landscape.
- Possess strong general business, financial acumen and management skills, combined with strong interpersonal, communication and presentation skills.
- Possess strong analytical, problem solving, negotiation and mentoring skills.
- Possess intermediate-to-advanced computer skills and knowledge of standard office applications (Word, Excel, PowerPoint, Email, collaboration tools).
- Ability to travel, primarily within Canada.

Measurements

- Attainment of revenue objectives from the locations within your assigned territory.
- Success of the locations within your assigned territory.

Reports To

- President