



TITLE OF JOB: Chief Operating Officer

LOCATION: East Coast

POSTED: May 2022

SUMMARY:

Multi-unit, multi-state, iconic family dining brand franchise group is searching for a dynamic, metrics driven, high energy strategic leader who has the knowledge, talent and drive to continue to push the group to new heights and continue growth efforts. In need of a hands-on, superstar operations leader with multi-state experience. The COO will be responsible for the execution, growth and profitability of all operations, for this exciting franchise group. An integral part of senior leadership, the COO will help grow the enterprise, drive operations excellence and have the passion and presence to continue growth of the organization.

RESPONSIBILITIES:

- Lead and manage day to day responsibilities of Multi-State Operations, implement Marketing/Brand Development strategies, and Purchasing/Logistics departments.
- Identify, develop and implement operational process improvements to ensure high organizational efficiency and effectiveness as the organization continues to grow in size and complexity and expand.
- Translate CEO's vision and strategy into organizational policies, directives and procedures.
- Oversee staff management involving recruiting, hiring, training, and development of staff under this leadership.
- Manage succession planning, career tracks, and performance reviews of all teams under this leadership.
- Create and implement short-term and long-term milestones and goals for each department under this leadership.
- Maximize company's profitability through ensuring high levels of customer service and high standards.
- Develop and maintain operational guidelines that represent the Company's culture and operating philosophy.
- Regularly evaluate operating procedures and create centralized best practices within different properties to ensure uniform performance throughout the department under this leadership.

REQUIREMENTS:

- 5+ years as the lead operational executive of a full-service or fast casual restaurant with at least 25 locations.
- 10+ years in multi-unit management in a restaurant hospitality or service field.
- Expertise with influencing and developing operational excellence.
- Team-builder, strategic and passionate about food.
- Demonstrated knowledge of corporate standards, leadership skills and strategic thinking.
- Commitment to results: systems thinker, customer focused, goal driven, action oriented and innovative.
- Business savvy: demonstrated ability to integrate and coordinate diverse areas of management.
- Motivator: Share the brand's values, mission and vision. Consistently displays integrity, modeling appropriate behavior, develop people and building teams.

SALARY & BENEFITS:

Commensurate with experience, competitive base salary and substantive bonus package.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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