



TITLE OF JOB: SVP Operations/COO

LOCATION: Midwest

POSTED: March 2022

SUMMARY:

An iconic, growing restaurant concept is seeking a strategic, innovative, and driven leader to guide operations for the 500+ corporate and franchised locations. The SVP of Operations will report to and work closely with the company CEO and lead a team of two direct reports, one VP of Operations for Company Stores and one VP of Operations for Franchise Partner Stores. S/he will be charged with creating a supportive, high performing work environment, which will translate to operational excellence, and driving the customer experience. Success will come from the executive's ability to strategically drive both company and franchise partner operations, mobilize simplification in the operator's world, and champion the teams in both operational excellence and culture.

RESPONSIBILITIES:

- Work closely with CEO and executive leadership team to drive operations excellence and innovation for both company and franchise partner stores.
- Providing leadership and strategic guidance to direct reports.
- Leading company and franchise partner operations to deliver the desired guest experience, by implementing best-in-class operational standards to achieve both speed and friendliness standards.
- 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.
- Providing thought leadership through developing and implementing innovative support solutions for company operations.
- Provide leadership to support the growth and success of Franchise Partners.
- Establishes a unified vision for the brand aligning with corporate initiatives.
- Providing direction to Company Operations to ensure company drive-ins provide consistent day-to-day operations and guest satisfaction.
- Monitoring guest service, performance and cost controls including but not limited to paper, food and labor cost for company stores while ensuring tools and systems are in place to effectively manage cost controls.
- Analyzing company related financials, including all weekly and monthly reports, business reviews and monthly profit and loss (P&L) projections for company stores and providing strategic guidance.

REQUIREMENTS:

- Minimum of 15 years of progressive executive leadership experience.
- Strong experience with corporate and franchise operations.
- A bachelor's degree with an advanced degree or equivalent experience highly preferred.
- Previous senior management experience leading teams in a geographically dispersed operations environment; preference for proven track record of a successful operational turnaround of a restaurant or retail business.
- The ability to communicate clearly with operations leaders, key stakeholders, and the executive team on expectations and progress on key measures and projects.
- A passionate orientation toward the guest and delivering outstanding operational results within the framework of a people driven culture.
- The ability to lead and motivate across levels within organization and act as a culture champion while representing the brand.

SALARY & BENEFITS:

Strong compensation package for qualified candidates.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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