



TITLE OF JOB: Vice President of Operations

LOCATION: Memphis, TN

POSTED: July 2023

SUMMARY:

New Franchisee, of a well-known, well respected QSR brand, is looking for a Vice President of Operations to optimize operations and manage new restaurant growth. Currently acquiring 15+ well performing corporate locations from the franchisor with further development planned. The Vice President of Operations will lead operations for the existing locations and drive strong team performance. The right candidate must be a hands-on, passionate restaurant leader who partners with the unit teams to deliver exceptional guest experiences while generating a profitable bottom-line. They will have a passion for hospitality and an innate ability to lead, coach, inspire and motivate while fostering an entrepreneurial environment, and supporting the company culture.

RESPONSIBILITIES:

- Work with on-property team to monitor day-to-day operations and visit restaurants regularly to ensure that all aspects of the business meet established guidelines and standards.
- Hire, develop and evaluate management talent to maintain an adequate team to meet turnover, succession and growth needs, and to ensure the readiness of top talent to take on additional responsibilities.
- Partner with key executives to develop initiatives and company-wide strategic direction.
- Provide strong leadership by effectively managing multi-unit QSR restaurants and be able to drive strong top line and bottom line growth at the store level and through new store openings.
- Provide operational assistance, on-going coaching, and the implementation of professional development tools and annual performance reviews with a focus on building the bench.
- Develop and implement systems, programs, processes, training strategies and tactics to support various organizational goals. Responsible for maintaining and protecting company's core values.
- Monitor all aspects of the business by using the various measurement and reporting tools available, then using the data to coach and achieve established goals.
- Ensures the culture in each restaurant supports/promotes employee success and engagement, guest friendly/focused environment, Franchisor operating standards, and the ethical and honest treatment of all constituents (employees, guests, community, etc.).
- Ensure the effective / efficient rollout of new products, systems-processes-tools (planning, execution, and follow-up). Ensure compliance with all Franchisor requirements.

REQUIREMENTS:

- Solid above restaurant level leadership experience, managing the growth of a quick service restaurant chain.
- Reputation for excellence as a leader, creates accountability and provides clear direction.
- Strong business acumen and a management mindset with P&L leadership and strategic planning.
- Strong collaborator who combines empathy, listening, and learning capabilities.
- Readily shares knowledge and advice. Provides candid, balanced and regular feedback.
- Ability to identify, recruit and retain strong talent. Build and lead strong cross functional relationships.

SALARY & BENEFITS: Excellent compensation package including strong base salary, bonus, and benefits.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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