



TITLE OF JOB: Franchise Operations Director

LOCATION: NYC Metro

POSTED: November 2019

SUMMARY:

With an energy that is infectious and a singular dedication to building on our successes, our people have grown our company into one of the world's leading franchisors of quick service restaurants with more than 19,000 points of distribution in more than 60 countries worldwide.

RESPONSIBILITIES:

The Operations Director is the market leader who sets the pace with their team and cross functional partners to execute the strategic market plan and drive results. They translate the business strategy into day to day responsibilities providing direction and coaching.

- Oversight for 500 Units, \$600MM in revenue and 10 Operation Managers responsible for 50 units each.
- Lead by supporting the team, assuming good intentions, championing ideas, taking responsibility, and trying new things.
- Prioritize appropriately based on business imperatives; identify what is urgent and what is important.
- Coach Operations Manager team on restaurant success criteria and effective action planning to include planning, assessing and recovering.
- Demonstrate authenticity, vulnerability, active listening, awareness and acceptance.

REQUIREMENTS:

- Ten plus year's restaurant or retail management experience with multi-unit market or business unit leadership.
- Bachelor's Degree or equivalent experience.
- Trusted coach and mentor.
- Savvy communicator
- Ability to influence Franchisees to create win/win scenarios
- Cross collaboration between company departments.

SALARY & BENEFITS:

\$150K - \$175K + 25% bonus. Company vehicle, mobile phone and gym membership reimbursement.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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