



TITLE OF JOB: Chief Operating Officer

LOCATION: Mountain West

SUMMARY:

A growing automotive services franchisee with numerous locations and plans to grow aggressively in the geography in the immediate term. They are seeking a Chief Operating Officer to help build the operating platform, leadership bench, systems, and execution cadence needed to double the network in size over the next two years.

The COO will be the senior operating leader responsible for translating growth ambition into consistent shop execution. This leader will oversee multi-unit operations, field leadership, staffing, training, customer experience, compliance, and performance management while partnering with ownership on new-store openings, market development, and long-term infrastructure.

RESPONSIBILITIES:

- OPERATING MODEL AND EXECUTION: Build and manage the operating cadence for a growing franchise network, including shop routines, field visits, scorecards, accountability rhythms, and issue escalation.
- GROWTH AND NEW SHOP READINESS: Partner with ownership on the plan to double the network over the next two years, including new-shop opening playbooks, launch staffing, training timelines, vendor readiness, and post-opening stabilization.
- FIELD LEADERSHIP: Lead, coach, and hold accountable District Managers, shop managers, and emerging leaders; create a clear talent pipeline for the next stage of growth.
- CUSTOMER EXPERIENCE: Ensure each shop delivers the hassle-free service model with speed, friendliness, accuracy, and consistent follow-through.
- FINANCIAL PERFORMANCE: Own operating KPIs and action plans for revenue, labor, ticket average, customer conversion, fleet accounts, controllable costs, inventory discipline, and shop-level profitability.
- PEOPLE, TRAINING, AND CULTURE: Strengthen recruiting, onboarding, training, retention, and performance-management processes while preserving a high-energy, service-oriented culture.
- COMPLIANCE, SAFETY, AND RISK MANAGEMENT: Ensure shops follow applicable regulations, safety requirements, company standards, company policies, and audit expectations.
- SYSTEMS AND PROCESS IMPROVEMENT: Improve reporting, routines, and tools so leaders can identify problems early, replicate best practices, and scale without losing operating discipline.

REQUIREMENTS:

- Multiple years of multi-unit operations leadership experience in automotive service, retail, restaurants, convenience, franchising, or another high-volume customer-service environment preferred.
- Demonstrated ability to scale a field operation, build management bench strength, and lead through managers.



- Strong financial and operational acumen, including comfort with KPIs, labor management, cost controls, customer metrics, and shop-level profitability.
- Experience opening new locations, building playbooks, and creating repeatable processes in a growth environment strongly preferred.
- Excellent communication, coaching, and problem-solving skills with a hands-on leadership style.
- Ability to travel regularly among locations and support urgent operational needs as the business grows.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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