



TITLE OF JOB: COO

LOCATION: Raleigh, NC

POSTED: September 2022

SUMMARY:

Well-known, well respected Frozen Custard brand is looking for a COO to optimize current operations, both nationally and internationally, and lead growth via corporate locations and franchising. Currently operating nine locations in greater Raleigh, and two overseas, this iconic local brand is ready for a leader to drive the strategic development, implementation, and growth of the brand.

RESPONSIBILITIES:

The COO provides strong leadership by effectively managing multi-unit locations and be able to drive strong top line (traffic and conversion) and bottom line (mix and labor impact) growth at the store level and through new store openings. Having a background with Franchising growth, and a strategic mindset, will be key success factors. This person is an exceptional communicator, both written and verbal, with established presentation and facilitation skills. A dynamic individual capable of attracting interest and enhancing knowledge in varied subject matters with consistent intensity. A leader that believes that it all starts with people, culture and having a great team. This person will develop and implement systems, programs, processes, training strategies and tactics to support various organizational goals. Responsible for maintaining and protecting company's core values.

- Ensures the culture in each location and promotes employee success and engagement, guest friendly/focused environment, operating standards, and be a servant leader all constituents (employees, guests, community, etc).
- For area in aggregate, create and execute plan to deliver budgeted target sales, COGS, and budgeted labor.
- Ensure effective/efficient rollout of new products, systems-processes-tools (planning, execution, and follow-up).
- Ensure locations meet or exceed SMG targets (review, analyze data, develop and execute plans to improve).

REQUIREMENTS:

- Minimum 10 years leading restaurant operations.
- Experience driving the growth of a Franchise brand.
- Exposure to food manufacturing is a big plus.
- 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.
- Proficient and proven track record in managing quick service, multi-unit operations.
- Advanced ability to communicate, influence and negotiate decisions while motivating staff.
- Advanced ability to create and implement given strategic direction.
- Advanced understanding of budgetary concepts and procedures.

SALARY & BENEFITS: Commensurate based on experience.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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