

Title of Job: Vice President, Operating Systems

LOCATION: Northeast

Posted: September 2017

Purpose of Position:

The Vice President, Operations will be responsible for leading the improved restaurant operations and guest experience for a billion-dollar QSR franchise brand. This person should possess the franchise operations expertise, restaurant management systems experience, and leadership skills to support the growth of the brand.

Responsibilities:

- Partner with senior leaders and cross-functional teams to develop business plans, maintain successful franchise relations, and support overall brand growth.
- Link with stakeholders throughout the organization, and within the franchisee community, to obtain necessary support for initiatives and set realistic expectations on deliverables.
- Lead the testing process to enhance restaurant execution and drive sales growth through new equipment, systems and/or products.
- Leverage the latest technology and available learnings in the QSR industry to create systems and infrastructure which will enable franchisee profitability.
- Define, develop, implement, manage and continuously improve the restaurant management systems, procedures and tools that enable the franchisees to achieve profitability.
- Champion industry leading food safety management systems, processes and procedures that proactively protect guests, Franchisees and brands.
- Execute ongoing performance measurement and reporting to standards, supporting continuous improvement across the system.
- Lead organizational changes that strengthen the company and accelerate growth. Create and enable a culture of responsibility and accountability to accelerate growth.
- Actively participate in the development of strategic objectives and business plans to advance the company's brand image and drive the growth and profitability of assigned division and US operations.

Education and Experience:

- Bachelor's Degree in Business, Restaurant Management or a related field. MBA or equivalent preferred.
- 12 - 15 years of extensive QSR operations/franchise operations experience
- Prior effective experience in influencing, directing and leading a team to achieve business objectives
- An ability to demonstrate multi-unit/multi-functional leadership in the food service arena
- Ability to interdependently develop strategic and tactical plans
- Ability to lead, influence, and develop people as well as achieve results through others.
- Problem solving skills to remove obstacles, solve problems proactively; conflict resolution, mediation and negotiation

For further position requirements and specifications, please contact:

Bob Gershberg Direct: (727) 244-4113 Email: bob.gershberg@wraysearch.com

Kevin Stockslager Direct: (845) 863-5562 Email: kevin.stockslager@wraysearch.com

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