



**TITLE OF JOB: District Manager**

**LOCATION: Charlotte, NC**

**POSTED: January 2024**

**SUMMARY:**

A growing automotive services franchisee, committed to delivering high-quality services and exceptional customer experiences across multiple locations, is in search of a district manager for their Charlotte locations. They value innovation, teamwork, and a customer-centric approach in all our operations. They are seeking a dedicated and results-driven District Manager to oversee the operations within their franchise network. The ideal candidate will be a proactive leader with strong managerial skills, capable of driving performance, and ensuring consistency in service delivery across the district.

**RESPONSIBILITIES:**

- Oversee the day-to-day operations, ensuring adherence to brand standards, operational procedures, and customer service excellence.
- Recruit, train, mentor, and manage a team of store managers and staff, fostering a culture of accountability, professionalism, and continuous improvement.
- Implement and monitor performance metrics and KPIs to assess the operational efficiency and profitability of each location.
- Conduct regular site visits and audits to evaluate compliance with company policies, procedures, and quality standards.
- Collaborate with store managers to develop action plans for improvement, providing guidance and support to achieve operational and financial goals.
- Manage budgeting, forecasting, and expense control for the district to ensure financial targets are met.
- Address customer inquiries, concerns, and complaints in a timely and effective manner, striving to maintain high levels of customer satisfaction.
- Coordinate with the corporate office and other departments to facilitate communication, share best practices, and ensure alignment with company strategies.

**REQUIREMENTS:**

- Bachelor's degree in Business Administration, Management, or a related field (preferred).
- 5+ years of experience in a managerial or supervisory role within the quick lube or automotive services industry or a related field.
- Strong leadership skills with the ability to motivate, coach, and develop teams.
- Excellent communication, negotiation, and problem-solving abilities.
- Proficiency in analyzing financial reports, budgets, and performance metrics.
- Ability to prioritize tasks, manage multiple projects, and meet deadlines effectively.
- Willingness to travel between locations within the district.

**SALARY & BENEFITS:**

**Further details to be discussed, full benefits and bonus.**

**FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:**

**Name: Ray Kelley**

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*Wray Executive Search shall provide equal employment opportunity to all qualified candidates, and will refer candidates without regard to race, color, religion, national origin, sex, age, disability, veteran candidates without regard to race, color, religion, national origin, sex, age, disability, veteran status or any other legally protected basis. Wray Executive Search shall comply with all applicable laws, rules and regulations in the performance of duties pursuant to this Agreement, including but not limited to, Title VII of the Civil Rights Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and state and local anti-discrimination laws to the extent applicable.*