



TITLE OF JOB: Regional VP Operations

LOCATION: Charlotte, NC

POSTED: February 2024

SUMMARY:

A rapidly growing automotive services franchisee, dedicated to providing exceptional customer service and quality automotive care, is searching for a strategic, passionate, and hungry Operations pro. This person will provide strategic acumen to their existing locations, while also giving guidance and horsepower to support their growth. The ideal candidate will be a dynamic leader with a strong operational background, capable of overseeing multiple locations and driving strategic initiatives to optimize performance and profitability.

RESPONSIBILITIES:

- Develop and execute strategic plans to drive operational excellence, and profitability across all locations.
- Lead and mentor a team of District Managers and operational staff, fostering a culture of accountability, excellence, and continuous improvement.
- Establish and implement standardized operational processes, policies, and best practices to ensure consistency and quality of service across the region.
- Collaborate with cross-functional teams, including marketing, finance, and human resources, to align operational strategies with broader organizational goals.
- Analyze performance metrics, KPIs, and financial data to identify areas for improvement and drive decision-making at both regional and individual location levels.
- Provide guidance and support, ensuring compliance with brand standards, operational procedures, and customer service excellence.
- Serve as a visible, hands on leader, capable of rolling up their sleeves, who employees can look up to, and model their actions around.
- Continuously assess market conditions, competitor strategies, and customer feedback to develop innovative approaches and maintain a competitive edge.
- Drive the implementation of new technologies, systems, and tools to streamline operations and enhance the customer experience.

REQUIREMENTS:

- Bachelor's degree in Business Administration, preferred.
- Proven experience of 10+ years in a senior operations role within the automotive services, restaurant, or a relatable franchise industry.
- Strong leadership skills with the ability to inspire, motivate, and mentor a diverse team.
- Strategic thinker with excellent problem-solving and decision-making abilities.
- Exceptional communication, negotiation, and interpersonal skills.
- Analytical mindset with proficiency in data analysis and interpretation.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.

SALARY & BENEFITS:

Further details to be discussed, full benefits and bonus.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

Name: Ray Kelley

Direct: (828) 318-9010

E-mail: ray@wraysearch.com

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