



**TITLE OF JOB: Chief Operating Officer**

**LOCATION: Midwest**

**POSTED: November 2022**

**SUMMARY:**

A solid 100 unit franchisee group with aggressive growth plans is seeking a strategic, innovative, and driven leader to guide operations through substantive multi-brand development. S/he will be charged with creating a supportive, high performing work environment, which will translate to operational excellence, and driving the customer experience. The ideal candidate will thrive on approaching challenges experienced by operations, creating alignment on resolution, and championing the right solution in partnership with the dynamic field.

**RESPONSIBILITIES:**

- Work closely with CEO and executive leadership team to drive operations excellence and innovation for restaurant locations.
- Providing leadership and strategic guidance to direct reports.
- Leading operations to deliver the desired guest experience, by implementing best-in-class operational standards to achieve both speed and friendliness standards.
- Identify, develop and implement operational process improvements to ensure high organizational efficiency and effectiveness as the organization continues to grow in size and complexity and expand.
- Identifies operational and financial opportunities to positively impact future growth.
- Establishes a unified vision for the group aligning with corporate initiatives.
- Providing direction to Operations to ensure restaurants provide consistent day-to-day operations and guest satisfaction.
- Maximize company's profitability through ensuring high levels of customer service and high standards.
- Monitoring guest service, performance and cost controls including but not limited to paper, food and labor cost for company stores while ensuring tools and systems are in place to effectively manage cost controls.
- Analyzing company related financials, including all weekly and monthly reports, business reviews and monthly profit and loss (P&L) projections for company stores and providing strategic guidance.

**REQUIREMENTS:**

- Strong track record of progressive executive leadership experience.
- Strong experience with corporate and franchise operations.
- A bachelor's degree with an advanced degree or equivalent experience preferred.
- Previous senior management experience leading teams in a geographically dispersed operations environment; preference for proven track record of a successful operational turnaround of a restaurant or retail business.
- The ability to communicate clearly with operations leaders, key stakeholders, and the executive team on expectations and progress on key measures and projects.
- A communication style that motivates and inspires a diverse and multi state organization.
- A passionate orientation toward the guest and delivering outstanding operational results within the framework of a people driven culture.
- The ability to lead and motivate across levels within organization and act as a culture champion while representing the brand.

**SALARY & BENEFITS:**

**Strong compensation package, including strong base salary, bonus, and equity for qualified candidates.**

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

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