



TITLE OF JOB: Senior Vice President Franchise Partner Operations

LOCATION: Open

POSTED: August 2023

SUMMARY:

An iconic, growing restaurant concept is seeking a strategic, innovative, and driven leader to guide operations for the 130+ franchise market partner locations. The SVP of Franchise Partner Operations will report to and work closely with the company CEO and corporate leadership to enhance franchise operations, evaluate performance across the portfolio of restaurants, and work with franchise operations and development teams to drive refranchising efforts. S/he will be charged with creating a supportive, high performing work environment, which will translate to operational excellence, and driving the customer experience. Success will come from the executive's ability to strategically drive company operations, mobilize simplification in the operator's world, and champion the teams in both operational excellence and culture.

RESPONSIBILITIES:

- Work closely with CEO and executive leadership team to drive operations excellence and innovation for franchise market partner stores.
- Providing leadership and strategic guidance to direct reports.
- Leading franchise market partner operations to deliver the desired guest experience, by implementing best-in-class operational standards to achieve both speed and friendliness standards.
- Work closely with corporate and franchise operations teams to evaluate the performance of the full portfolio of restaurants.
- Work with the franchise operations and franchise development teams to lead refranchising efforts.
- 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.
- Providing thought leadership through developing and implementing innovative support solutions for company operations.
- Providing direction to Franchise Market Partner Operations to ensure company drive-ins provide consistent day-to-day operations and guest satisfaction.
- 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 highly 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 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 an organization and act as a culture champion while representing the brand.

SALARY & BENEFITS:

Strong compensation package for qualified candidates.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

Name: Kevin Stockslager

Name: Bob Gershberg



W R A Y EXECUTIVE SEARCH

Direct: (845) 863-5562

Direct: (727) 244-4113

E-mail: kevin@wraysearch.com

E-mail: bob@wraysearch.com

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.