



TITLE OF JOB: Head of Operations

LOCATION: Alabama

POSTED: April 2022

SUMMARY:

New Franchisee, of a well-known, well respected QSR brand, is looking for a Head of Operations to optimize operations and manage growth across the company. Currently operating six locations, with plans for four more in the near term, and additional growth in the future.

RESPONSIBILITIES:

The Head of Operations provides strong leadership by effectively managing multi-unit fast food restaurants and be able to drive strong top line (traffic and conversion) and bottom line (mix and labor impact) growth at the store level and through new store openings. This person is an exceptional communicator, both written and verbal, with established presentation and facilitation skills. A dynamic individual capable of attracting interest and enhancing knowledge in varied subject matters with consistent intensity. A leader that believes that it all starts with people, culture and having a great team. This person will assist developing and implementing systems, programs, processes, training strategies and tactics to support various organizational goals. Responsible for maintaining and protecting company's core values.

This person is responsible for the providing P&L leadership including plans to drive traffic, the user experience, optimize product mix and pricing, and labor impact at store level. Someone who wants to dive all in and create something truly great. Someone who not only wants to travel the journey, but also has what it takes to lead the charge. The Head of Operations is accountable and responsible for leading and directing business performance, including restaurant operations toward achieving the overall strategic objectives of the company and specific areas. They develop positive relationships with direct reports through frequent and substantial one on one coaching to establish goals and objectives for personal and professional growth. Inspires team members to attain goals and pursue excellence.

REQUIREMENTS:

- Minimum 10 years restaurant operations experience.
- Reputation for excellence as a leader, creates accountability and provides clear direction.
- Strong business acumen and a management mindset with P&L leadership and strategic planning.
- Strong collaborator who combines empathy, listening, and learning capabilities.
- Readily shares knowledge and advice. Provides candid, balanced and regular feedback.
- Ability to identify, recruit and retain strong talent. Build and lead strong cross functional relationships.
- Proficient and proven track record in managing quick service, multi-unit operations.
- Advanced ability to communicate, influence and negotiate decisions while motivating staff.
- Advanced ability to create and implement given strategic direction.
- Advanced understanding of budgetary concepts and procedures.

EDUCATION:

Bachelor's Degree preferred.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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