



**TITLE OF JOB: Director of Operations**

**LOCATION:** Los Angeles, CA

**POSTED:** August 2018

**SUMMARY:**

Exciting, emerging fast casual franchisor is seeking a strategic Director of Operations to oversee its Southern California based locations in addition to oversight of future locations domestically and internationally. Reporting to the CEO, this person will drive operational excellence with the current and incoming franchisees and at company owned locations. In addition to operations, the ideal candidate will bring knowledge and experience in catering sales to grow and implement an organization wide catering sales department. The Director of Operations will lead and assist in analyzing, planning, researching, and development of company operational and catering sales objectives and strategic plans to create catering sales opportunities, overall operational growth, and financial profitability.

**RESPONSIBILITIES:**

- Oversee operations in Los Angeles market and future growth markets.
- Be the architect of a scalable, profitable catering sales program.
- Oversee all aspects of the area's restaurant business, operations, and facilities ensuring standards of quality and service are maintained. Assists unit leadership in building sales and controlling costs.
- Manages business in a manner consistent with company standards and procedures while building sales, customer counts, market share and optimizing profits.
- Coach Franchisees and company owned shop leadership on maximizing selection and succession planning tools to maintain a qualified bench of future company owned shop leadership and restaurant talent.
- Ensure the recruitment, selection, development, and retention of leadership personnel.
- Evaluate strengths and development needs of the future leaders of the organization; build leadership teams to leverage the strengths of each person.
- Understand and support the Company's mission, vision, values, and priorities, and communicate them to his/her restaurant teams.
- Ensure the creation of a positive, safe, stable work environment in which people want to perform at their best.
- Foster a passion for personalized, attentive service among restaurant team members & leadership.
- Ensure appropriate product safety and sanitation systems and safeguards are in place in each restaurant.
- Ensure facilities consistently meet standards (e.g., appearance, cleanliness, maintenance, etc.).
- Coordinate the development of budgets, pro-formas, and business plans with each Franchisee and company owned shop leadership for restaurants.
- Lead the business with integrity to drive top line sales while ensuring bottom line performance.
- Develop and execute action plans to improve bottom line performance.
- Build productive relationships with Support Center staff, peers, and field staff.
- Experience with construction and development of new locations including project management a plus.
- Ensures that units comply with all local, regional, and national laws and have all the required documentation and paperwork.
- Provides communication, coaching, and counseling to assist units in achieving the desired results of optimal profits.
- Supports units in the effort to attract, train, develop and retain employees.

**REQUIREMENTS:**

- Results oriented with strong communication skills (both verbal and written)
- Knowledge of catering sales programs
- Outstanding team leadership skills
- Strong analytical and organizational skills to evaluate current systems and processes
- Outstanding strategic planning capabilities
- Experience directing and guiding franchisees
- Travel within region as required



**EDUCATION:**

Bachelor's Degree preferred and minimum of 5 years of relevant experience. Must have experience and working knowledge of catering sales.

**SALARY & BENEFITS:**

A competitive Salary and Bonus will be commensurate with experience.

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

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