



TITLE OF JOB: Director of Operations

LOCATION: Detroit, MI

POSTED: February 2023

SUMMARY:

A dynamic, energetic, multi-brand QSR group with 22 locations in Detroit requires a well-rounded Director of Operations to oversee their operations. Growing to 50 locations, the Director of Operations is a key member of the team with the overall responsibility to establish processes and systems and ensure they are being followed to maximize profitability and efficiency at all locations.

RESPONSIBILITIES:

The Director of Operations is the market leader who sets the pace with their team to execute the strategic market plan and drive results. They translate strategy into day-to-day responsibilities providing direction and coaching.

- Provides expert advice and direction in effective drive thru QSR operations including building sales, quality guest service, consistent food quality, facility management, etc.
- Creates and improves upon existing systems and processes which will add value to the organization.
- Regularly reviews financial results with Managers and develops action plans to improve results and profitability.
- Recruits, trains, develops, and supports all management staff. Provides necessary coaching to assist in achieving maximum effectiveness and results.

REQUIREMENTS:

- Eight plus years QSR with drive thru operations management experience.
- History of building scalable, repeatable system wide procedures and the ability to ensure they are being followed.
- Superior communication skills to translate overall strategic plans into actionable items at the unit level.
- Ability to lead through coaching and mentoring.
- Ability to make critical decisions while following company procedures.
- College degree is a plus.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

Name: Ray Kelley

Direct: (828) 318-9010

E-mail: ray.kelley@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.