



## TITLE OF JOB: Key Operator

**LOCATION:** Miami, Florida

**POSTED:** August 2022

### SUMMARY:

New Franchisee, of a well-known, well respected QSR brand, is looking for a Key Operator to optimize operations and manage new restaurant growth. Currently planning to open 5 restaurants over the next few years with further development planned. The Key Operator will initially lead real estate development efforts with full operational control of opening new restaurants. The right candidate must be a hands-on, passionate restaurant leader who partners with the unit teams to deliver exceptional guest experiences while generating a profitable bottom-line. They will have a passion for hospitality and an innate ability to lead, coach, inspire and motivate while fostering an entrepreneurial environment, and supporting the company culture.

### RESPONSIBILITIES:

- Collaborate with Franchisee leadership, franchisor, and outside partners to develop and implement plans for real estate and site selection.
- Work closely with internal and external stakeholders throughout the new restaurant development process to ensure on time completion of restaurants.
- Hire, develop and evaluate management talent to maintain an adequate team to meet turnover, succession and growth needs, and to ensure the readiness of top talent to take on additional responsibilities.
- Provide strong leadership by effectively managing multi-unit QSR restaurants and be able to drive strong top line and bottom line growth at the store level and through new store openings.
- Develop and implement systems, programs, processes, training strategies and tactics to support various organizational goals. Responsible for maintaining and protecting company's core values.
- Ensures the culture in each restaurant supports/promotes employee success and engagement, guest friendly/focused environment, Franchisor operating standards, and the ethical and honest treatment of all constituents (employees, guests, community, etc.).
- Ensure the effective / efficient rollout of new products, systems-processes-tools (planning, execution, and follow-up). Ensure compliance with all Franchisor requirements.
- Maintain strong industry network and local market knowledge for each restaurant.
- Ensure restaurants meet or exceed targets (review, analyze data, develop and execute plans to improve).

### REQUIREMENTS:

- Solid above restaurant level leadership experience, managing the growth of a restaurant chain.
- 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 experience with new restaurant development and site selection process.
- 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.

**SALARY & BENEFITS:** Excellent compensation package including strong base salary, bonus, and benefits.

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

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