



TITLE OF JOB: Director of Operations

LOCATION: Orlando

POSTED: January 2022

SUMMARY:

The Director of Operations is responsible for the success of this fast growing franchise organization. They currently have 40+ units in this territory and are on track to substantially grow the market. 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. In addition, the Director of Operations is also responsible for ensuring that the restaurants meet their overall financial targets through supervision, execution of strategic marketing plans, expense controls and talent management.

RESPONSIBILITIES:

- Work with on-property team to monitor day-to-day operations and visit restaurants regularly to ensure that all aspects of the business meet established guidelines and standards.
- 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.
- Partner with key executives to develop initiatives and company-wide strategic direction.
- Provide operational assistance, on-going coaching, and the implementation of professional development tools and annual performance reviews with a focus on building the bench.
- Monitor all aspects of the business by using the various measurement and reporting tools available, then using the data to coach and achieve established goals.
- Collaboratively work with District Managers and GMs to manage restaurant Profits and Loss and assist them in analyzing the factors that impact each line item to accomplish financial targets.
- Develop and maintain relationships across organization to ensure productive partnerships with various business units and disciplines at the Corporate Office.
- Lead and support the annual budget and capital planning for the regional restaurant portfolio.

REQUIREMENTS:

- Solid above restaurant level QSR leadership experience, managing the growth and development of a national or large regional restaurant chain.
- A team builder/team player, capable of cross-functional thinking is essential.
- A systems thinker, customer focused, goal driven, action oriented and innovative.
- Demonstrate ability to integrate and coordinate diverse areas of management.
- Share the Company's values, mission and vision, and consistently display integrity, develop people and build teams.
- Demonstrate financial management and budgeting skills.
- Superb supervisory and interpersonal skills, as well as oral and written communications skills are essential to successfully fulfilling duties of position.

SALARY & BENEFITS:

Competitive salary, bonus, and benefits for qualified candidates.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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