



**TITLE OF JOB: Operations Leader**

**LOCATION: Chicago**

**POSTED: September 2023**

**SUMMARY:**

The Operations Leader is responsible for the success of this fast-growing QSR franchisee organization. They currently have 11 units in this territory and are on track to grow units in 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 Operations Leader 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 DMs 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.
- Play an active role during the pre- and post-opening of new restaurants including hiring/recruiting and training.
- Maintain strong industry network and local market knowledge for each restaurant.
- Meet and exceed franchisor's standards.

**REQUIREMENTS:**

- Solid above restaurant level 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.
- Understand how to manage continuity, change and transition; know how to influence and enable others while maintaining a collaborative management style.
- Demonstrate financial management and budgeting skills.
- Make sound business decisions based on data and statistics.
- 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.**



W R A Y EXECUTIVE SEARCH

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

**Name: Kevin Stockslager**

**Name: Bob Gershberg**

**Direct: (845) 863-5562**

**Direct: (727) 244-4113**

**Email: [kevin@wraysearch.com](mailto:kevin@wraysearch.com)**

**Email: [bob@wraysearch.com](mailto:bob@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.*