



**TITLE OF JOB: Director of Operations**

**LOCATION:** Detroit, MI

**POSTED:** September 2021

**SUMMARY:**

Exciting, well established franchisee of a national QSR restaurant brand seeks to drive operations excellence and accelerate unit growth in a key operating market. The organization requires an individual with strong operations and business acumen, coupled with a demonstrated record of accomplishment and leadership development necessary to foster the growth and leadership of the organization. Reporting to the CEO, this person will drive operational excellence with current and future sites. They must lead the business with integrity to drive top line sales while ensuring bottom line performance.

**RESPONSIBILITIES:**

The Director of Operations will lead and assist in analyzing, planning, researching, and development of company operational sales objectives and strategic plans.

- Oversee both unit level and multi-unit managers to insure store level results in Quality, Service and Cleanliness.
- Maintain successful relations with franchisor and other franchisee members in the brand's community.
- Manage business in a manner consistent with company standards and procedures while building sales, customer counts, market share and optimizing profits.
- 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.
- Support units in the effort to attract, train, develop and retain employees.
- Provide communication, coaching, and counseling to assist units in achieving the desired results of optimal profits.
- Foster a passion for personalized, attentive service among restaurant team members & leadership.
- Support construction and development of new locations, experience with project management a plus.

**REQUIREMENTS:**

**7+** years of increasingly responsible restaurant operations management experience including knowledge of marketing, business planning, training and Human Resources. Must have multi-unit QSR experience with proven track record managing, training and retaining unit level and multi-unit managers. Extensive experience in performance measurement and P & L analysis. Proven track record of qualitative analytical skills and problem solving as well as organizational skills.

**SALARY & BENEFITS:**

**Competitive salary, bonus, and benefits for qualified candidates**

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

**Name:** Ray Kelley

**Direct:** (828) 318-9010

**E-mail:** [ray@wraysearch.com](mailto:ray@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.*