



TITLE OF JOB: Director of Operations

LOCATION: Detroit, MI

POSTED: November 2022

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.

SALARY & BENEFITS:

\$115-\$125K plus bonus and full benefits

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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