



TITLE OF JOB: Director of Operations

LOCATION: Cleveland, OH

POSTED: January 2020

SUMMARY:

Franchisee of leading international QSR brand seeks **Director of Operations** to oversee all operations, HR, and marketing for multi-state enterprise with 125+ units.

The **Director of Operations** provides the leadership, vision, direction and support to ensure proper operational controls, administrative and reporting procedures, and people systems are in place to effectively grow the organization and to ensure financial strength and operating efficiency.

The **Director of Operations** partners with the President, Executive Team, and key cross-functional teams and associates to develop and execute operations strategies and programs to enable continued growth and profitability. This position acts as a change agent and brand champion and ensures that all restaurants operate in compliance with all appropriate systems and standards. The position reports to the President.

RESPONSIBILITIES:

- Responsible for driving profitability and operations for all restaurants via partnership cross-functional departments, and key staff
- Provide day-to-day leadership and management to the organizations Operations, Human Resources and Marketing Department that mirrors the company mission and core values
- Initiate and lead new product roll outs
- Lead a team of Regional and District Managers providing an environment of respect, training and development, recognition and effective communication
- Develop, train and coach a a team of dedicated management focused on delivering great product and guest experiences
- Responsible for driving restaurants to achieve and surpass sales, profitability, cash flow and business goals and objectives.
- Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the company.
- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Motivate and lead a high-performance management team; attract, recruit and retain required members of the team not currently in place; provide mentoring as a cornerstone to a management career development program.
- Foster a success-oriented, accountable environment within the company.
- Develop and achieve the annual restaurant operating plan.
- Provide leadership and direction to deliver results.

REQUIREMENTS:

- Preferred: Bachelor's Degree from a four-year college or university or equivalent work experience of 10 years or more



- Preferred: Minimum of eight years as senior leader of 50+ restaurant organization with both company and Franchise operations.
- Minimum of eight years of strong operational experience

Critical Competencies:

- Demonstrated experience in financial planning and analysis with previous experience overseeing human resources, and marketing.
- Proven success at internal communications and execution of strategy that builds enterprise value
- Skilled in organizational development, personnel management, budget and resource development, and strategic planning.
- Excellent people skills, with an ability to partner with a dynamic leadership team.
- Possess personal qualities of integrity, credibility, and commitment to corporate mission.
- Flexible and able to multitask; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.

SALARY & BENEFITS:

Competitive base salary, bonus potential, comprehensive benefits, car allowance and other incentives

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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