



TITLE OF JOB: VP Operations

LOCATION: Raleigh, NC

POSTED: April 2023

Job Summary: The Vice President of Operations will lead the launch and growth of a new fast-casual concept with a drive-thru. This individual will be responsible for developing and implementing operations standards, hiring and leading a restaurant team, and recommending ongoing improvements to enhance the guest experience, grow the concept, and drive profitable sales. The Vice President of Operations will assume all responsibilities for the concept's operations and report to the President and CEO of the company.

Duties/Responsibilities: Creates and manages detailed financial plans for all restaurants to meet or exceed the company's plan in the areas of budget spending, labor efficiency, food cost, guest service, order accuracy and delivery efficiency across all access points.

- Drives planning and leads decision making to achieve financial results that optimize top-line sales and bottom-line profitability.
- Embraces the company's core values and creates a positive, inclusive team member environment where everyone can exceed.
- Selects and maintains qualified teams in all positions throughout operations.
- Monitors the competitive landscape and follows industry trends to stay abreast of new initiatives and ways to stay ahead.
- Works in close collaboration and support of the Sr. Leadership Team to evaluate, develop, and improve sustainable operational systems, service systems and infrastructure designed to meet the high standards of excellence and continued growth of the concept as outlined in annual Strategic Plan Initiatives.
- Understands current operational challenges in all locations and provides insight and direction for optimization and improvement.
- Maintains expert level of knowledge and responsibility for forward progress in the areas of food quality, food safety, P&L, budgets, scheduling/labor, catering services, and drive-thru service.

Requirements:

- 10+ years multi-unit QSR or fast-casual franchising operations with P&L responsibility
- Experience with QSR drive-thrus and counter service to help drive the SOPs
- Success launching a new QSR brand with drive-thru and also a great operator
- Ability to Inspire & Lead Teams with High Degree of Accountability
- High Integrity, Strong Franchisee Relationship Skills, Culture Builder

Salary & Benefits: Competitive compensation package for qualified candidates, including base salary, bonus, and benefits



W R A Y EXECUTIVE SEARCH

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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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.