



## Menu Services Specialist

The Menu Services Specialist contributes to the success of the brand by continuously improving products and processes that support the execution of the Zaxby's menu. This role serves as an integral part of the team that deploys continuous improvement projects throughout the restaurant platform and systemizes and supports new products and promotional items for testing and implementation. This position models decisions in accordance with the Strategic Plan and Zaxby's Operational Core Values; Guest Focused, Develop Talent, Operational Excellence and Continuous Improvement.

### **ESSENTIAL JOB FUNCTIONS:**

***Essential duties may include, but are not limited to the following:***

- CONTINUOUS IMPROVEMENT:
  - Contributes to continuous improvement platform for products, processes and procedures that support the menu and benefit unit level economics
  - Responsibilities include developing experiment methodology, sourcing products and smallwares, conducting alpha and beta testing, documenting and reporting out on all findings, visiting and observing test locations, working on product builds and recipes, developing support materials for projects, etc.
  - Supports the development of business cases to support proposed optimizations, to include: competitive analysis, consumer or engineering research, timeline, resources, key hurdles and actions needed to successfully achieve projects
- PRODUCT DEVELOPMENT SYSTEMIZATION:
  - Supports the connection between Product Development functions and the integration of products and procedures into the operating system
  - Takes ownership of new and improved deliverables during the phased-gate development process and collaborate with internal/external subject matter experts to systemize. These responsibilities include accountability for the products and recipes, and collaboration with internal departments on the development of procedures and evaluation of operational impact in order to take a product from the validation stage to testing to system introduction.
- BRAND STANDARDS:
  - Responsible for content of menu standards documentation as well as all other materials and tools that may be subsequently developed for training, testing, operations support, marketing materials, website content, etc.
  - Ensures all standards are documented and continuously shared within and across organizational lines, including QA, Supply Chain, IT, Operations and Brand Marketing
- SERVICE AND SUPPORT:
  - Facilitates Menu Services support for various levels of the organization
    - Conducts and evaluates technology, equipment and process innovations, testing at all levels, and production runs in a variety of areas to achieve project objectives. Summarizes and documents results including recommendations.
    - Participates in cross departmental work group sessions and training presentations to support system implementations and Continuous Improvement changes



- Maintains documentation of menu product standards for internal and external customers
  - Manages documentation and records in order to ensure that they are complete, current, secure and easily retrievable. This may include designing, organizing or maintaining technical or regulatory records (e.g., paper formula files) and reports
  - Identifies, classifies, maintains, and protects files, documentation and sensitive information consistent with record handling and retention requirements.  
Documents & archives technical information & requirements
- The position also includes the coordination of a variable number of contractors to perform auxiliary functions. Works with one or more contractors; appropriately allocates work and provides guidance as necessary
- Advises department leadership of recommendations to leverage technology and process optimization to create business opportunities in alignment with strategic plan
- Recognizes & supports Zaxby's culture to ensure success while maintaining purpose, principles and values
- Documents all expenses of activities related to assigned areas of the business. Forecasts and manages project budgeting
- Travel - less than or equal to 25% of work time

#### **QUALIFICATIONS:**

- Courtesy, tact and diplomacy are critical to this role
- Initiate action from multiple players, request collaboration between departments and troubleshoot barriers to progress
- Establish credibility and relationships with culinary and technical professionals, research firms, educational institutions, product manufacturers, and licensees
- Must have analytical ability and make decisions based on scientific methodology and ingenuity
- Must operate within set processes and guidelines of the department and organization
- Must be detail oriented, timeline and process driven
- Must have innate and effective problem solving skills with intellectual curiosity
- Must have the ability to apply lean process methodology and exposure to various disciplines
- Must be able to handle moderately complex problems, requiring experimentation, analysis of data and research to determine the best recommendation

#### **EXPERIENCE AND EDUCATION GUIDELINES:**

##### Education:

Bachelor's Degree in Science, Engineering, Business, or other relevant discipline preferred **or** equivalent in-depth industry and job specific technical skills acquired through a combination of formal instruction and on-the-job training.

##### Experience:

ZAXBY'S

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3 years' restaurant and/or corporate-level operations, operations services, technical services, applied R&D, or other equivalent corporate experience required.

Experience in supply chain or food industry sales, product production, foodservice commercialization, food/beverage product development, or equivalent working experience preferred.

*Zaxby's Franchising LLC is an equal opportunity employer and does not discriminate in employment decisions based on any factor protected by federal, state or local law.*