



## Field Operations Manager (Openings)

The Field Operations Manager will guide the Field Team (Field Training Specialist) to better prepare them to protect the integrity of the Zaxby's brand out in the field. You will observe and evaluate your Field Team members with the intention of identifying areas for professional growth and development. You will cultivate The Brand Mission Statement and Core Values within the team, promote understanding of your team's responsibilities, help your team identify the best form of communication to the licensees/managers regarding updates, reinforce new procedures as well as planning follow-up operational visits on a consistent basis.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Build strong working relationships with your Field Team within their assigned market based on trust and mutual accountability providing an example of what they should do.
- Considerable time will be spent in the field with members of your team within their assigned region observing and coaching for improved understanding of operational and interpersonal skills.
- Utilize reporting tools to look at the big picture within each region in order to help them determine the locations and/or licensees in need of additional support.
- Review the appropriate consulting approach your team should execute (e.g., directive, supportive, coaching, collaborative) based on situations and the existing relationship between your team and licensee/manager.
- Develop your team's understanding of the importance of ownership and accountability by consistently observing restaurant operations, providing feedback and taking action in critical situations.
- Keep up with operational system changes and ensure that your team is also current and able to train and relay updates to licensees/managers/team members.
- Makes recommendations on how your team should coordinate the assistance of corporate support staff and peers to optimize business results when appropriate (e.g. Design and Construction, Training, ODI, HR, Menu Innovation, Marketing, IT, etc).
- Enables the OC/FSS/FTS team members to maintain a unified working environment allowing the department to operate with maximum efficiency.
- Reminds OC/FS that they may be called on to assist the Field Training Specialist Team (Openings) in the field when needed.
- Maintain an open dialog with the Ops leadership for the benefit of the team impacts. Provides feedback on your team to Operations Development Manager (ODM) to ensure team growth and successes are recognized.
- Help your team maintain their schedules to include time for consultations, administrative duties, and meetings. Emphasizing the importance of dependability and flexibility.
- Reviews best practices with your team on how to make impacts on key performance indicators and review systems that lead to long term success.
- Uphold departmental expectations for how your team is expected to help the restaurant teams improve results.
- Reviews formatting and content of Action Plans and other documentation prepared by your team for operational improvement and offers guidance as needed.



- Review and offer suggestions for effective documentation of communication, field visitations, restaurant evaluations, and program rollouts, etc.
- Conducts field visits with your team to ensure accountability for working shoulder-to-shoulder with each licensee to improve the execution of restaurant systems and to deliver short- and long-term business results.
- Coaches your team on how to consult and/or train different personalities and situations for improved buy-in.
- Encourages your team to keep an open line of communication with other Field Teams, Operations Development Manager as well as other ZFL Departments as they work to support the Licensee for improved performance.
- Develops and assists your team in the process of executing Operational Reviews to improve overall restaurant operational performance.
- Fosters cooperative teamwork with other Field Teams for mutual results in improving and maintaining ZFL standards in our restaurants.
- Assist your team with improving key guest service metrics (GSS, Service Check)
- Assist your team with monitoring key business metrics
- Attends and/or participates in training sessions as needed.

**QUALIFICATIONS:**

- Must possess strong negotiation and persuasion skills.
- Must attain and maintain ServSafe certification.
- Must maintain current knowledge of applicable state and federal workplace health and safety regulations.
- Must be able to facilitate to management and employees a complete understanding of operational procedures.
- Proficiency in Microsoft Word and Microsoft Excel
- Maintain servant attitude. Operate as a business advisor. Proactively offers assistance to help licensees grow through discussing weaknesses, threats, and opportunities within their organization.
- Must be proficient in public speaking, delivering presentations with compelling messages, and offering consultation.
- Must have the following competencies:
  - Exhibits leadership by mentoring and coaching others to facilitate their growth and development (e.g. FSS and other Ops Consultants).
  - Business acumen (Brand Standards) to prevent and solve problems involving the processes of planning and organizing, decision-making, understanding the big picture, and functional/technical expertise.
  - Communicating and influencing with an emphasis on a bias towards action and achieving results.
  - Preventing and solving problems through team work, conflict management and decision quality that incorporates the big picture and aims for continuous improvement.
  - Consistently achieving results by creating innovative, resourcefulness and impactful improvements.



- Self-management by identifying personal strengths, and seeking opportunities to address and overcome weaknesses.
- Must have the ability to:
  - Operate a computer work station and MS Office programs
  - Perform basic math functions quickly and accurately
  - Meet schedules and time lines
  - Work confidentially
  - Work in a fast-paced environment
  - Deal with multiple priorities
  - Work well in teams
  - Complete work with many interruptions
  - Communicate in writing and verbally with tact, patience and courtesy
  - 75% travel / overnight travel required
  - Travel Area: Entire footprint of Zaxby's restaurants

**EXPERIENCE AND TRAINING GUIDELINES:**

Education: Bachelor's Degree. BS degree in Business / Management preferred

Experience: 2+ years of related managerial experience and or training; or equivalent combination of education and experience

*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.*