



Send Resumes to jobs@zaxbys.com

Field Training Specialist

The Field Training Specialist manages, executes, and implements training plans for increased operational performance at the store level. This position protects the integrity of the Zaxby's brand through precise knowledge and training of the operating system at new restaurant openings.

ESSENTIAL JOB FUNCTIONS

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

- Communicate, execute and implement new store opening training for store level employees
- Train in settings such as classroom, hands-on practice and on-the-job
- Facilitate vendor relationships during grand opening training and first week of business
- Communicate and set training and operational goals with licensee, management team and team members to achieve a high level of staff performance
- Create and update training material to meet the organization's goals and initiatives
- Create detailed and comprehensive reports, analysis, and evaluations of restaurant training and operations
- Facilitate regular meetings with licensee and management teams to strategize and problem solve
- Coach management and employees to improve knowledge and performance while on the job
- Consult with licensees and management team on operational systems and tools
- Facilitate in-store training for the onboarding process of ZFL new employees
- Implementation of company standards, procedures and operation of new and existing restaurants

QUALIFICATIONS

- Maintain current knowledge of applicable federal workplace health and safety regulations (ServSafe Certified)
- Ability to travel frequently with extended overnight stays out of town (1- 11 consecutive days); about 75% travel around the Southeast and Midwest United States
- Training and facilitation skills required; experience preferred
- Strong negotiation and persuasion skills
- Time-management skills; complete work with many interruptions and multiple priorities
- Work in a fast-paced environment
- Work well within a team
- Communicate in writing and verbally with tact, patience and courtesy
- Basic knowledge of MS office suite
- Perform basic math functions quickly and accurately

EDUCATION AND EXPERIENCE GUIDELINES

- Education: Bachelor's degree; or equivalent combination of education and experience
- Experience: 1+ years of restaurant management and training 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.