



JOB TITLE: Director of Operations- Ice Cream Brands

LOCATION: Atlanta, GA

Posted: January, 2008

SUMMARY:

Director of Operations-Ice Cream Brands will work directly with VP Operations-QSR and the Client's Franchise Community overseeing and performing hands-on responsibility for all operations related initiatives. This responsibility includes the entire portfolio of The Client's franchised single and multi-unit sites with specific operations experiences in Ice Cream brands working in national and regional malls site-selections, shopping centers and stand-alone locations. The corporate culture is a fast-paced environment with long term expectations.

RESPONSIBILITIES:

- Assists franchisees and their restaurants overall to capture brand leadership and to drive average restaurant sales by building franchisee relationships; influencing franchisees to meet and exceed ops and sales standards.
- Implement key corporate initiatives intended to drive business to higher levels; facilitating a high level of customer satisfaction; protecting the corporate Brand and the health and welfare of customers and employees.
- Develop strong multi-unit, multi state operational practices in QSR based Ice Cream segment.
- Drive increased franchise profitability, higher unit volumes, and overall franchisee satisfaction.

REQUIREMENTS:

- BS or BA in related field or equivalent combination of education and field experience.
- 8-10 years strategic and hands-on experience in corporate and franchise operations with emphasis on the Ice Cream segment.
- A proven leader with background in restaurant operations and the desire and ability to help people succeed.
- At least 5 years in business management, experience in consulting with franchisees, financial acumen, and the strong analysis/problem-solving abilities are required.
- Excellent coaching/training, interpersonal and communication skills are essential.
- Strong financial acumen
- Demonstrated ability to work effectively on cross-functional teams.
- Exceptional interpersonal skills, especially across departments and with customers and franchisees.
- Strong verbal and written communication skills
- Goal and oriented Leader
- Effective organizational skills; ability to meet deadlines while managing multiple projects
- Proficiency in various IT systems, databases and Microsoft Office
- Demonstrated ability to deliver results, and meet deadlines and operational goals under pressure.
- Demonstrates composed and professional at all times; particularly when working in stressful situations
- Demonstrates a professional presence and demeanor consistent with the The Client's image.

SALARY:

\$90K - \$110K base salary, bonus % TBD, car allowance, corporate relocation package: Up to 60% Travel.

Consultant: David Ulrich

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Dick Wray 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 status or any other legally protected basis. Dick Wray 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.