

OPERATIONS MANAGER – Cultures & Villa Madina Ville-Saint-Laurent, QC

Cultures & Villa Madina is seeking an Operations Manager for the Quebec market. The Operations Manager will provide expertise in overall field operations and will be responsible for ensuring franchised locations obtain business excellence. The position will provide Franchise Partners with the direction needed for increased growth, targeted local marketing and better profitability through continued business planning and evaluation.

In this role an Operations Manager must be able to do the following:

- Accountable for driving sales in the marketplace;
- Assist Franchise Partners with sales planning, operational execution and marketing activities;
- Assist Franchise Partners in analyzing their business opportunities and areas for improvement through short and long term business planning and regular financial business reviews;
- Understand, interpret, uphold and enforce standards, policies and procedures as outlined in the Operations Manual and Quality, Service, Cleanliness program;
- Provide Franchise Partners with exceptional coaching, training, education and development tools;
- Responsible for the communication, training, and follow up of all new product and process roll outs;
- Creating and delivering integrated strategic marketing solutions (based on consumer insights, Competitive intelligence, franchise requirements, and industry trends) that strengthen the market distinction and competitive position.
- Provide hands-on training during evaluations and visits;
- Provide positive, constructive and actionable feedback;
- Identify operational gaps and make recommendations on areas for improvement;

Enforcement of the Franchise Contract:

- Responsible for understanding, interpreting, upholding and enforcing standards, policies and procedures as outlined in the Franchise Agreement;

Facilitate effective marketing and brand development efforts:

- Serve as primary operational support in all in-store marketing communication and execution;

Serve as liaison between Corporate Head Office and Franchise Partners:

- Deliver company objectives and regional goals and ensure they are communicated;
- Clearly communicate Company direction and mission to Franchise Partners;

Travel and hours of work:

- This position requires some-travel and the ability to work evening and weekends

We offer a multi-faceted compensation package, including:

- A competitive salary
- Auto Allowance
- Health Coverage

The successful candidate will possess the following qualifications:

- Undergraduate degree or equivalent in education and experience;
- Bilingual with strong written and spoken French is a must;
- Strong oral, written communication and presentation skills;
- Ability to work independently with a result orientation;
- Ability to read and interpret financial statements;
- Someone who is proactive with a strong internal drive and desire to "make things happen"
- Strong analytical skills;
- The ability to lead others and provide the necessary energy to motivate towards positive sales and growth;
- Demonstrates ability to work under pressure and flexibility to handle multiple assignments with attention to detail;
- Strong interpersonal, project management, and diplomatic skills to effectively communicate and interact with all levels of the organization;
- Demonstrated ability to be self-starting, self-motivating and capable of working remotely;
- Proven capacity for managing independent projects, including budgets and personnel resources
- Ability to effectively and professionally provide guidance and coaching to franchisees;
- Exceptional interpersonal and organizational skills
- Strong Microsoft Office skills (Word, Power Point, Excel, Outlook)

MTY Group is interested in responsible, enthusiastic, and innovative people. If you have a passion for the QSR industry and are ready to achieve new goals, we would like to hear from you. Please submit resumes to: HR@mtygroup.com