



Job title	<i>Field Training Manager</i>
Reports to	<i>Manager, Learning & People Development</i>

***Are you ready to explore an exciting new career opportunity?
Mucho Burrito is looking for a Field Training Manager based in either Calgary or Eastern GTA.
Do you think you are the right fit to join our team?***

Job purpose

The Field Training Manager is responsible for the execution of training processes and systems, ensuring the successful opening of new franchised locations. You play a key role in supporting our ongoing restaurant operations in the field. You also support the development and delivery of other training materials.

Duties and responsibilities (but not limited to)

New Store Openings:

- Working with the Manager, Learning & People Development and BDCs, develop and maintain NSO countdown documents
- Update and deliver in-store training plan and schedule according to restaurant opening dates
- Update and prepare all tools for new stores
- Deliver and maintain effective onsite training for team members and franchisees
- Support the franchisees to ensure all business practices are met prior to opening and during post-opening support period
- Complete all required reporting

Certified Training Restaurants:

- Working with the Manager, Learning & People Development, develop and deliver the Certified Training Restaurant criteria and documentation and master schedules for franchisee in-store training
- Train Certified Training Restaurant trainers on the franchisee training program and their role
- Update/modify training schedules for new franchisee trainees
- Follow up throughout the course of in-store training to ensure completion of training, reporting and identified action plans
- Act as key point of contact to franchisees throughout their in-store training. Provide Manager, Learning & People Development both verbal and written feedback of new franchisees through checklists and proper documentation.

Restaurant Operations Support:

- Execution of selected operational projects including support of franchise restaurants needing assistance and corporate locations
- Completion of selected Restaurant Quality Reports in support of BDCs

- Complete required reporting at each location and provide to BDCs

Training Material Development:

- Assist in the updating and development of brand training materials including, but not limited to, online staff content, menus and Limited Time Offer (LTO) content

Qualifications

Experience:

- 3-5 years of food service/QSR related management experience
- Post-secondary education in Hospitality, Culinary, or Business Management is an asset
- Knowledge and demonstration of effective training techniques, adult learning & delivery methods

Skills & Fit:

- Exceptional people development skills and experience
- Ability to multi task and perform in a fast paced, changeable environment
- Bilingualism is required as this role will also support the Quebec market
- Excellent communication and guest services skills and experience
- Effective problem solving skills
- Proficient in MS Office
- Strong organizational and time management skills using Outlook, or other scheduling programs

Working conditions

This person must:

- Have use of a vehicle and a valid driver's license
- Understand that this role is primarily a field role and be able to travel to various locations daily and weekly throughout their designated market
- Be able to travel approx. 40% of the time nationally and internationally and have a valid passport
- Be able to wear a uniform for their role as a Field Training Manager
- Be able to work evenings and weekends and have a flexible schedule
- Be able to work long hours at times to meet the requirements of the business

Physical requirements

In this role, this person is required to:

- Stand for extended periods of time
- Lift objects of 40lbs

If you are interested by this position, please forward your resume by email to: josiet@mtygroup.com