



Talent Director

Role & Responsibilities

Our Shared Vision:

To be the world's most caring company by winning hearts every day.

OVERVIEW

The Talent Director is primarily focused on training and developing team members and leaders to live out Chick-fil-A's shared vision in all aspects of the business. The person in this position is responsible for ensuring that all team members are properly trained in the positions to which they are assigned. The Talent Director also ensures that the team is made aware of and trained in any new policies or procedures implemented by the Chick-fil-A Support Center or the leadership team.

LEADERSHIP PROPOSITION

A successful leader in this position will SERVE.

- See the future
- Engage and Develop Others
- Reinvent Continuously
- Value Results and Relationships
- Embody the Heart

CORE COMPETENCIES

A person in the Training Director position must:

- Embody our shared vision and mission.
- Have a servant-leader mindset.
- Strong relationship-building skills.
- Be a good communicator.
- Maintain high-level expertise in all areas of operation within the business.

RESPONSIBILITIES

- Ensure that leaders and team members are being encouraged and coached to meet Chick-fil-A's cultural standards.

- Manage the recruiting and hiring processes.
- Communicate with shift leadership to ensure that hiring needs are understood.
- Coach all leaders and team members on food safety requirements and best practices.
- Perform regular food safety evaluations.
- Ensure all team members have current food handler's licenses.
- Maintain scorecards and regularly communicate wins and areas of opportunity to the leaders and team members.
- Conduct interviews and follow-up with all candidates.
- Ensure all new-hire training plans are being correctly followed.
- Ensure training team is following through with notes and evaluations.
- Meet every other week with Trainers to discuss processes and new hire progress, as well as focus areas.
- Communicate training needs with shift leadership.
- Schedule trainees and trainers via HotSchedules.
- Perform orientations and complete the onboarding process.
- Oversee and execute the Team Member Recovery Program.
- Recommend team members for future leadership to senior leaders.
- Ensure Trainer development by providing effective feedback.
- Participate in community events related to employment such as job fairs and hiring symposia.
- Clean the restrooms.

Role Type: Director

Role Location: Store Specific

Reports To: Director of Operations