



Director of Operations

Role & Responsibilities

Our Shared Vision:

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

OVERVIEW

The Director of Operations is the top-level store-specific director for each restaurant. In concert with the Senior Leadership Team, this person oversees the day-to-day operations of the store, provides accountability to the team, and ensures that each team member is empowered and equipped for the role to which they have been assigned.

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 and communication skills.
- Creative problem-solving skills.
- Keen attention to detail.
- Strong organizational and time-management skills.
- Expertise in all areas of operation within the business.

RESPONSIBILITIES

- Promote and enforce Chick-fil-A's cultural standards in all interactions.

- Provide oversight and accountability to the shift and support leaders.
- Offer encouragement and accountability to all team members and leaders.
- Ensure that all team members are treated fairly and equitably.
- Develop team members and leaders for opportunities for growth and advancement.
- Align all leaders and team members with Our Shared Vision and Core Values.
- Ensure all Chick-fil-A processes and standards are followed at all times.
- Oversee scheduling to maximize the guest experience, the team member experience, and productivity.
- Review CEM scores and KPIs and engage the leaders to troubleshoot problem areas.
- Address guest concerns that escalate beyond the shift leader's ability.
- Oversee all restaurant safety and security.
- Ensure all standards of food safety are maintained at all times.
- Identify and correct areas of waste and poor stewardship.
- Perform regular reviews and feedback sessions with leaders and team members to provide them with opportunities for growth.
- Schedule and lead regular meetings with the store leadership team.
- Attend and contribute to senior leadership meetings.
- Clean the restrooms.

Role Type: Senior Leadership

Role Location: Global

Reports To: Executive Director