



## **OPERATIONS MANAGER**

Location: Montreal, Toronto, Calgary, Vancouver

Employee Type: Full-Time Employee

Business Unit: Any MTY Banner

Contact: [info@mtygroup.com](mailto:info@mtygroup.com)

### **Description**

MTY Group is a dynamic and rapidly expanding company. With 25 banners and over 1,605 units under management, we are seeking highly driven and motivated Operations Managers to oversee the operations of our units. Please indicate if you have a specific experience or interest in one of our banners. Applicants will be considered based on availability of a position in any particular banner.

The Operations Manager will be responsible for:

- Day-to-day supervision of stores to ensure the rules and procedures of the Operations Manual are in practice
- Provide feedback and assessment of the stores under supervision by submitting monthly QSC reports
- Manage the relationship between franchisor and franchisee(s)
- Responsible for ensuring the quality of the brand at the store level, including compliance in purchasing, marketing activities and daily operations.
- Must be proactive and show strong leadership skills in providing ideas and solutions to the operations of the store
- Must be hands-on in working with the stores and franchisees
- Communicate regularly with franchisees to relay all pertinent information related to the operations of the stores
- Responsible for managing all store construction and/or renovation activities
- Work cross-functionally with Construction, Marketing, Purchasing and Finance to grow and monitor the business
- Accountable for the store sales and growth of the stores and banner(s).

### **Requirements**

- 3-5 years experience in the quick-service or restaurant industry related to operations and/or marketing. Supervising experience is preferred.
- Familiar with QSC reports
- 4 year degree (Bachelor degree is preferred)
- Well developed interpersonal, analytical and problem solving skills
- Must have strong computer skills, strong verbal and written skills
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook is a must
- Ability to travel locally. Overnight travel may be required.