

Position Description: Franchise Support Manager

**Job Type:** Full-Time / 55+ hours per week (determined by business needs)

**Salary:** Base $55,000 to $70,000 /year

**Additional Compensatio**n: Bonuses, Partnership Plan

**Required Approval:** MUM & DOO & Operating Partner Sign-Off

**Reports to:** Multi-Unit Manager & Director of Operations

**Required Experience**

**Relevant Skills and History:**

* Successful history of Guest Service, Team Building and Development of People as a General Manager, or GM-Ready Assistant Manager at MLY Investments, LLC dba Freddy’s of Iowa.
* Aptitude toward Servant Leadership.
* Strong track record of People Development, with successful promotions to leadership positions within their team, and has trained MITs to standard.
* Has demonstrated the ability to Self-Manage, proven sufficiency in the management of their location with minimal oversight. Has taken on responsibilities in addition to their current duties in order to better the MLY Franchise.
* Is clearly Organized with a proclivity for systems and structures with a commitment to the Freddy’s Way.
* Consistently favorable Operational Performance and runs effective shifts.
* Adept in managing the business, with continued, above-standard, top line growth and bottom-line profitability.
* Strong attention to detail and quality standards while managing time and priorities efficiently. Is known to “Sweat the Small Stuff”.
* Must be performing satisfactorily in current General Manager or Assistant Manager Role, with a suitable replacement for their current position.
* Must be a prime example of the Freddy’s Culture.
* Experience Required - General Manager or GM-Ready Status as Assistant Manager: 1 year

**Physical Requirements:**

* Available a variety of hours to include evenings, nights, and weekends.
* Ability to work 55+ hours per week as business dictates (5 days scheduled in stores, 1 half-day to maintain administrative duties).
* Must be able to work a 10- to 12-hour shift while standing or walking to perform essential functions.
* Able and willing to travel and lodge in a town beyond their current residence for an extended period of time.
* Must be able to track and report the amount of Open/Lunch, Afternoon and Dinner/Close visits per store.
* Will be required to lift up to forty pounds during the course of a workday.
* Must be able to communicate effectively with guests and team members to ensure the safety of individuals and guest needs.
* Will require bending, stooping, and occasional use of a ladder.
* Reasonable accommodation will be made to those requiring assistance.

**Benefits:**

* Opportunities for continued advancement to Multi-Unit Manager.
* Inclusion in Company-wide decision making.
* Vacation Pay as described in the MLY Manager Handbook.
* 4-Day Workweeks when business needs allow.

**Expectations for Performance**

**Daily Expectations for Performance:**

* Dialogue with MUMs and GMs to discuss the following:
	+ Profitability
	+ Core Team Development
	+ Organization and Self-Management
	+ Operational Excellence and Success in Store Contests
* Monitor Profitability
	+ Review of Nightly Reports & Daily Sales Summary
	+ Review of Labor Budgets w/ Necessary Adjustments
* Monitor Operational Excellence
	+ Observe and Coach on Food Safety, Freddy Factors and the “Small Stuff”
	+ Develop Core Team, Work Through Them
	+ Store Organization and Use of Systems
		- Signage (Food Cost, Message Board, Best Practices, Guest Comments, etc.)
		- Checklist Use & Completion (to include Cleaning Calendar, Waste Log, Safe Log, etc.)
* Administrative
	+ Participation in Microsoft Teams
	+ Various Reminders – Best Practices, LTOs, R&M, Waste Log etc.
	+ Consistent, Timely Use of Email
* Promote the Freddy’s Culture
	+ Upbeat and High Energy Visits
	+ Generate Excitement about Freddy’s, Provide Positive Reinforcement
	+ Develop a Culture of Fun with Accountability

**Weekly Expectations for Performance:**

* Monitor Profitability
	+ Review of Inventory, Waste Logs and Food Transfers
	+ Review of Food & Paper Cost, Truck Orders
	+ Review of Labor Budgets, S&L Forecasts & Schedules
	+ If Necessary, Complete GM Reports
* Monitor Operational Standards
	+ Turnover & Retention
	+ Complete and Thorough Execution of Training Program & Overall Freducation System
	+ R&M and Project Completion

**Periodical Expectations for Performance:**

* Various Tracking and Delegations
	+ Contest Tracking (Food Safety, Cleanliness, Friendliness, MSR and SOS)
	+ Daily Labor Reporting for respective Region
	+ Speed of Service Reporting
	+ AM / PM Readiness Reporting
	+ Rotator Board Maintenance for the Franchise
		- Create Slides for LTOs
		- Create Slides for MSR Results
		- Create slides for Guest Comment Boards
	+ Communication of Local Events, Holidays and Weather
	+ Half Staff Alerts
	+ MIT Evaluations & TRO Reports
	+ Sit-Ins on Team Member Interviews & Onboarding/Orientation

**Large-Scale Projects for FSMs**

**New Restaurant Openings:**

* Primary Responsibilities
	+ Serve as the Lead Trainer
	+ Recruit Hire and Onboard NRO Management Team
	+ Oversee Training of External and Internal MITs
	+ Select NRO Training Team
	+ Select NRO Support Team
* Secondary Responsibilities
	+ Coverage of Certified Training Restaurants and MIT Development
	+ Development of the Franchise Training Manager in each CTR
	+ Conduct Train the Trainer Meetings
	+ Work directly with new Training Managers in their locations to execute the MLY Training Program

**Interim General Manager:**

* Primary Responsibilities
	+ Rebuild Management Teams - Recruit, Hire, and Onboard Management Candidates
	+ Rebuild Hourly Teams – Recruit, Hire and Train Team Members
	+ Manage All Key Operational Areas
		- Food, Paper & Labor Cost Management
		- Actual vs Theoretical Analysis & Budget Trackers
		- Freddy Factors
		- Cleanliness
		- Accuracy
		- Hospitality
	+ Complete GM Weekly Report and ClickUp Updates
* Secondary Responsibilities
	+ Conduct Train the Trainer Meetings
	+ Work directly with new Training Managers in their locations to execute the MLY Training Program

**Small-Scale Projects for FSMs**

* Shift Coverage
* NRO Support
* Nationwide Operational and NRO Support

**Important Considerations for FSMs**

* Schedules and Project Assignment determined by MUM and DOO
* Timeline for all Large-Scale Projects are indefinite until resolved
* Training for External Hires Undergo a 6-month Training Process
	+ Monthly Performance Reviews
	+ Final Evaluation by Multi-Unit Manager and Director of Operations