

Position Description: Franchise Training Manager

**Job Type:** Full-Time / 50-55 hours per week (determined by business needs)

**Required Approval:** GM, MUM & DOO Sign-Off

**Position Description:** The Franchise Training Manager works one-on-one with MITs (Managers in Training) to introduce them to the Freddy’s concept and operations, develop their technical and management skills, and evaluate their performance. The FTM will oversee the training of MITs while maintain the productive operation of their Certified Training Restaurant. They also are responsible for direct oversight of the CTR Trainers and Training Program as it pertains to new team members and FTSS (Fast-Track Shift Supervisor) candidates. The FTM is held accountable first by their General Manager, and second by their Multi-Unit Manager. They are ultimately held accountable by their GM.

**Required Experience**

**Relevant Skills and History:**

* Successful history of Guest Service, Team Building and Development of People as a General Manager at MLY Investments, LLC dba Freddy’s of Iowa.
* Aptitude toward Servant Leadership. Is “GM-Ready”:
  + 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 AM 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.
  + 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 Assistant Manager Role.
* Must be a prime example of the Freddy’s Culture.
* Experience Required - Assistant Manager: 1 year

**Physical Requirements:**

* Available a variety of hours to include evenings, nights and weekends.
* Ability to work 50-55 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.
* 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 General Manager and Multi-Unit Manager Roles.
* Immediate pay increase determined by Director of Operations.
* 50% share of all MIT-related bonuses.
* Vacation Pay as described in the MLY Manager Handbook.

**Daily Expectations for Performance:**

* Dialogue with MITs, General Managers & Multi-Unit Managers to discuss the following:
  + MIT Development
  + Home Store New Team Member Development
  + Freddy Factor & Food Safety Implementation
  + Operational Excellence and Success in Store Contests
* Monitor Operational Excellence
  + Observe and Coach on Food Safety, Freddy Factors and the “Small Stuff”
  + Attention Directly to MITs During Shifts
  + Development of Trainers on Training Team, Work Through Them
  + Organization and Use of Systems
    - MLY MIT Completion Checklist
    - FFC MIT Workbook & Manager Manual
* Administrative
  + Participation in Manager Log
  + Consistent, Timely Use of Email
* Promote the Freddy’s Culture
  + Upbeat and High Energy Shifts
  + Generate Excitement about Freddy’s, Provide Positive Reinforcement
  + Develop a Culture of Fun with Accountability and Professionalism

**Weekly Expectations for Performance:**

* Monitor and Report MIT and/or FTSS Progress
  + Timely Use of MLY MIT Completion Checklist
  + Prepared for Weekly Status Report
  + Communication in Weekly MIT Reports
* Monitor Operational Standards
  + Turnover & Retention
  + Complete and Thorough Execution of Training Program & Overall Freducation System
* MIT Schedule Creation
  + Completed prior to MIT or FTSS Enrollment
  + Completed in 2-Week Increments
  + Works with GM and Store Scheduler to Create Schedules
  + Oversight of New Team Member Training Programs