

Managing Director

The Managing Director is responsible for strategic leadership, operational oversight, organizational vision, financial performance, and the overall health of the organization.

Key Responsibilities

- Developing and implementing strategies that align with the organizations vision.
- High level participation in all meetings.
- Provide critical thinking, offering creative and problem-solving ideas to improve the business.
- Embody Chick-fil-A's Vision, "To be the world's most caring company", as well as set the standard for the CORE 4, SHOO, and leadership-designated goals for the restaurant.
- Manage the organizations financial performance, budgeting, and forecasting.
- Support and develop Director team and Coordinator team ensuring they have the necessary tools and support to grow in their position.
- Support each leader in their respective areas of the organization
- Provide weekly updates due at 5:00pm on Saturdays with agreed upon metrics and details.

Position Key Responsibilities:

- Leading and overseeing the coordination of all areas of the organization
- Implementation and execution of our financial systems to ensure we are stewarding our resources with excellence.
- Supporting with scorecard updates and oversee monthly focuses.
- Drives performance and provides feedback and suggests operational actions to achieve organizational goals.
- Coaches and mentors leadership team to actively build our bench and develop depth within the organization.
- Point person for problem resolution and proactive planning to prevent future issues.
- Hold all Leaders and Directors accountable for their area of the organization.

Success factors:

- Fully staffed leadership team with 4 Directors, 5 Coordinators and 14 Team Leaders.
- Monthly one-on-one meetings with Shift leaders, Coordinators, and Directors.
- Positive Food Cost Gap $\leq .65\%$
- Labor Cost $\leq 18.50\%$
- Net Profit $\geq 13\%$ measured monthly

Key Traits:

- Intentional Observation of Team Leaders/Team Members for employee evaluations
- Embodies a Growth mindset and takes initiative to solve and prevent problems
- Be able to solve problems using critical thinking skills and appropriate resources
- Offer and receive peer-to-peer coaching and accountability to continually improve the business
- Embodies the core values of the organization which include servant spirit, hustle, optimism and ownership