



## JOB DESCRIPTION-FRANCHISE SUCCESS EXECUTIVE

**Location:** Gurgaon

**Compensation:**3-4 LPA

**Reporting to:** Operation Manager

**Female Preferred**

### **Franchise support responsibilities:**

- Support new franchisees and ensure their business is operating smoothly as they complete the required phases of the ramp up Road Map.
- Act as liaison between the company and the franchisee to leverage resources, promote best practices and align business objectives.
- Assist with developing marketing plans, budgets and strategic plans for a franchisees business
- Document all calls, meetings and other discussions as required
- Utilize reporting and tracking tools to analyze results, identify trends and provide analysis and recommendations to franchisees that protect brand standards and drive sales and profit
- Assist and validate successful rollout and integration of system-wide programs and initiatives.
- Regular communications to franchisees and alignment of message to meet Burger Singh brand goals and targets
- Drive corporate strategy and initiatives to the unit level in order to achieve the desired outcomes at the franchise locations.
- Serve as a business consultant / coach; providing analysis of the existing practices of the franchisees in their respective regions and making recommendations for improvements.
- Utilize knowledge of unit level and corporate operations supported by data to evaluate and better present solutions to franchisees to create a positive spirit of competition. Comparative benchmarking will be a necessary part of this process.
- Handle customer service escalations
- Continuously develop and optimize our training and onboarding programs and oversee the successful onboarding of new franchisees.

### **Skills Sets**

- Excellent communication and interpersonal skills
- Experience in franchising field an asset
- Sales experience an asset
- Problem solving, critical thinking and conflict resolution skills
- Excellent organizational skills and work ethic.
- Uses time productively, maximizes efficiency, and meets challenging work goals
- Demonstrates persistence, overcomes obstacles, and strives to improve skills and achieve goals
- Passionate about using technology to streamline business processes
- Startup experience a plus
- High energy “get-it-done” personality
- Continuous learning, reading and self-improvement is a must!