



BAHAMA BUCK'S FRANCHISE CORPORATION

FRANCHISE SUPPORT SPECIALIST

DEPARTMENT: Field Operations

REPORTS TO: Field Operations Manager

Position Summary

The Franchise Support Specialist will focus on coordinating and overseeing all franchise training programs and new shop openings. They will provide operational and management support to franchisees.

Responsibilities

- Maintains a helpful dialogue with franchisees on questions pertaining to their shop operations
- Responds to franchisees questions in a timely manner
- Provide franchisee technology support (in person and remotely)
- Assist in training and testing Certified Trainers; assist in Shop Evaluations
- Assist in operational setup of shops, including: retail pricing, point of sale system, vendor selection, new employee training, and operational support after the shop opening
- Perform on-site operational business review
- Create and maintain a respectful enjoyable environment for crew
- Use corporate training programs, individual development plans and work assignments to develop crew knowledge and skills
- Review, Develop, and consult on Opus training curriculum
- Coordinate and update POS and online menus
- Perform other duties as needed or assigned; willingly assist others without being asked

Position Qualifications & Requirements

- High school diploma or GED equivalent
- 6+ months Bahama Buck's Shop leadership experience
- Must be self-directed
- Must possess excellent communication and negotiation skills
- Must have experience using Microsoft Office and Google Suite
- Must be proficient at deductive reasoning
- Must be licensed to operate an automobile without hours of operations restrictions
- Strong organizational and communication skills
- Possess basic math skills (add, subtract, multiply, divide)
- Places value on diversity and shows respect for others
- Ability to problem solve and handle high stress situations

Essential Functions

- Must have the ability to lift 50 pounds
- Must be able to work with individuals in high stress situations and not escalate the problem, but find solutions
- May be called out at night, weekends, and holidays
- Must be able to stand and walk for long hours (8hrs+)
- Available to travel overnight until the shop training is completed

This job description is intended to describe the general nature and level of work being performed by the staff assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities or tasks which may be required to be performed in this position.

Bahama Buck's Franchise Corporation may amend, change, or modify the responsibilities and duties of this position to meet business needs as necessary. This job description does not constitute a contract for employment and may be changed at the discretion of Bahama Buck's Franchise Corporation without notice.