



# BAHAMA BUCK'S FRANCHISE CORPORATION

## SHOP PERFORMANCE SPECIALIST

**DEPARTMENT:** Field Operations

**REPORTS TO:** Director of Field Operations

### Position Summary

The Shop Performance Specialist will coordinate and oversee the franchise evaluation and compliance programs. They will provide operational and performance feedback and support to franchisees and shop teams.

### Responsibilities

- Maintain a helpful dialogue with franchisees on questions pertaining to their shop operations
- Respond to franchisees questions in a timely manner
- Provide franchisee technology support (in person and remotely)
- Create and maintain a respectful enjoyable environment for crew
- Perform shop evaluations in all Bahama Buck's establishments
- Create, facilitate and execute classroom curriculum for Bahama Buck's University
- Create and maintain Opus training curriculum for Avalanche Crew
- Maintain Bahama Buck's evaluation protocols and standards
- Have full working knowledge of MeasureUp platform
- Maintain and coordinate all business travel plans while stewarding budgets and time
- Problem solve and provide action plans for franchisees to execute
- Use corporate training programs, individual development plans, and work assignments to develop crew knowledge and skills
- Provide timely, constructive coaching and feedback
- 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
- Must be self-directed
- Must possess excellent communication and negotiation skills
- Must be proficient at deductive reasoning
- Must be licensed to operate an automobile without hours of operations restrictions
- Strong organizational 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 evaluations are completed
- Will be required to supervise individuals helping to fulfill job responsibilities: Part timers, etc

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 that 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.