

Business Consultant for Jet's Pizza

Jet's America Inc

37501 Mound Road, Sterling Heights, MI 48310

Job type

- Full-time

Benefits

Pulled from the full job description

- Health insurance
- Retirement plan
- Paid time off
- Vision insurance
- Health savings account
- Dental insurance
- Life insurance

Full job description

POSITION OVERVIEW

The Business Consultant is a senior field-based leader responsible for driving operational excellence, financial performance, and franchisee engagement across an assigned multi-state territory. This role operates as a strategic advisor and performance coach — partnering with franchisees and their leadership teams to grow sales, improve unit-level economics, strengthen the guest experience, and ensure brand standards are consistently met. The Business Consultant bridges corporate strategy and in-store execution, layering financial and business

advisory work on top of operational coaching, and serves as a senior field resource within the Field Operations team.

RESPONSIBILITIES

Strategic Advisory and Franchise Development

- Serves as the primary strategic advisor for an assigned portfolio of franchisees, building multi-year operational and improvement plans aligned with Jet's strategic vision
 - Conducts structured business reviews and operational assessments to evaluate performance against brand standards and unit-level financial benchmarks
 - Leads goal-setting and action planning sessions focused on profitability, throughput, staffing, sales growth, and guest satisfaction

Operational Excellence & Brand Standards

- Drives consistent execution of brand systems, standards, and operating procedures across the assigned territory
- Partners with franchisees and their management teams to elevate food quality, speed of service, cleanliness, and the overall guest experience while meeting Jet's principles and standards
- Oversees and executes inspections while evaluating outcomes and root cause resolution; ensures action plans are completed and improvement is sustained
- Ensures food and health safety practices are followed through restaurant visits and coaching; maintains current ServSafe® knowledge and reinforces standards in the field
- Investigates concerns or violations and partners with the Operations on resolution and documentation

Financial & P&L Coaching

- Analyzes franchisee P&L statements to identify cost control and revenue growth opportunities
- Coaches franchisees and managers on key financial levers, including food cost, labor, delivery efficiency, sales mix, and other controllables
- Tracks progress against financial and operational targets and holds operators accountable to results

Franchisee Relationship Management

- Builds long-term, trusted partnerships with franchisees grounded in transparency, mutual accountability, and shared success
- Balances coaching and accountability to drive performance without compromising relationships
- Leads difficult conversations and gains buy-in from independently owned operators on brand initiatives, promotional rollouts, and operational changes
- Communicates corporate policies, procedures, and guest service expectations clearly and consistently
- Supports new franchisees with grand opening, training, and beyond

Team Collaboration & Field Leadership

- Partners cross-functionally with Development, Training, and Marketing teams on growth initiatives, new store openings, and brand programs.
- Attends corporate meetings on new products, programs, and procedures and supports rollout in market through clear communication and coaching
- Manages own schedule, travel, and territory priorities effectively; completes all assigned work on time
- Other duties as assigned

Required Skills & Experience

- 3–5 years of multi-unit or multi-market experience in QSR, restaurant, or franchise operations
- Demonstrated ability to read, analyze, and coach against P&L statements and unit-level economics
- Current ServSafe® certification (or ability to obtain prior to start) and ability to maintain
- Strong working knowledge of restaurant operations including food preparation, delivery and carryout flow, throughput, labor controls, and quality assurance
- Excellent interpersonal and communication skills, both verbal and written, with the ability to present complex information clearly to franchise owners and managers
- Proven ability to lead difficult conversations, influence independently owned operators, and balance coaching with accountability
- Strong sense of initiative and the ability to work unsupervised, remain organized, and drive results across a wide territory
- Proficient in Microsoft Office, POS systems, and standard data and reporting tools
- Must maintain an acceptable driving record

Non-Required Additional Skills & Experience

- Bachelor's degree in business, hospitality, or a related field preferred
- Prior experience as a Business Coach, field operations leader, or equivalent franchise support role strongly preferred
- Experience supporting new store openings, remodels, and ownership transitions
- Experience facilitating training, workshops, or business reviews for franchisees or multi-unit operators

Physical Demands

- Ability to stand for long periods of time.
- Ability to sit for long periods due to travel.

- Ability to lift 50 lbs.

Travel

- 50–70% travel within assigned territory, with periodic visits to Jet's America HQ or other markets outside of the assigned territory

Performance Measurement

- Territory operational and financial performance against plan
- Franchisee engagement, retention, and progress on action plans
- Accuracy and integrity of business reviews, financial coaching, and field assessments
- Timely completion of assigned tasks and annual goals
- Ability to continually develop skills and adapt to new technologies and techniques
- 30 day, 60 day, and yearly reviews
- Attendance record.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.

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- Vision insurance

Work Location: In person