



# Jet's America Inc.

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| <b>Job Title:</b>  | Operations Excellence Coach                                  | <b>Date:</b>        | August 22 <sup>nd</sup> , 2025 |
| <b>Department:</b> | Operations   | <b>Location:</b>    | REMOTE (Nashville, TN)         |
| <b>HR Contact:</b> | Mary Kopietz   | <b>Rate of Pay:</b> | Negotiable                     |
| <b>Reports To:</b> | Director of Operations Excellence / Chief Restaurant Officer | <b>Type:</b>        | Full Time, Exempt              |

## Job Description:

This position is essential, as it oversees over 100+ franchise locations and is an operations liaison between the corporate office and our franchisees. In this role you will analyze the performance of store operations and instruct franchisees in strategies and techniques to improve operations. You will plan, perform, and report on activities concerned with all facets of compliance and inspection, determining whether franchises comply with Jet's America standards. You will investigate all violations and address the issues with the franchisee to keep them in compliance. You will lead in training new franchise locations during their opening weeks.

## Expected Hours of Work:

This is a full-time exempt position: Days and hours of work are 5 days per week; 10:00a.m. to 7:00 p.m. with a 45-minute lunch break. Schedule may change occasionally due to job duty demands and franchise needs. Preferred days are Tuesday through Saturday. Occasional evening and weekend work may be required. Traveling is required and you are expected to travel at least 10 business days per month, but that may increase due to Grand Openings and Store Inspections.

## Role

- Conducts store visits and inspections daily, (in all states Jet's is present) (70%)
  - Ensures 100% compliance for stores within one's district.
  - Identifies non-compliant stores and assists the Operations Department with filing subsequent violations.
- Provides support to new franchisees with grand opening, training and beyond. (20%)
- Assist in the implementation of new products and procedures by supporting franchisees with communication from the corporate office. (10%)

## Responsibilities:

- Travels frequently by plane or car conduct inspections.
- Works with franchise owners and their management teams to ensure the store is performing well while meeting Jet's principles and standards.
- Consults with assigned franchise owners as subject matter experts in all areas pertaining to the successful operation of a Jet's Pizza store.
- Attend corporate meetings pertaining to new products and procedures.
- Effectively communicates and ensures compliance with corporate policies, procedures and guest service at franchise locations.

# Jet's America Inc.

- Ensures all food and health safety practices are being followed through thorough shop visits, coaching management and team members, and staying current with ServSafe® principles/standards.
- Addresses need and follows up with all incidents related to franchise locations.
- Manages schedule effectively and completes all scheduled tasks.
- Other duties as assigned.

## Required Skills & Experience:

- High School Diploma or equivalent.
- Excellent interpersonal and communication skills, verbal and written.
- Exhibit a strong sense of initiative and the ability to work unsupervised, remain organized and productive.
- The ability to present complex information to franchise owners and managers.
- A working knowledge and understanding of Jet's store level operations to effectively assist in the store environment.
- Must have and maintain ServSafe® certification.
- Must maintain an acceptable driving record.

## Non-Required Additional Skills & Experience:

- College degree preferred.
- 3-5 years' experience in quick service restaurant environment preferred.

## Physical Demands:

- Ability to stand for long periods of time.
- Ability to sit for longer periods due to travel.
- Ability to lift 50 lbs.

## Travel:

- Ability to travel for extended periods of time.

## Performance Measurement:

- Accuracy and integrity of work.
- 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

# Jet's America Inc.

activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.

## Signatures:

This job description has been approved by all levels of management:

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_