



smash. sizzle. savor.

## Franchise Coordinator

### **Reporting Relationship:**

Chief Development Officer /SVP of Franchise Operations

### **Position Objective:**

The Franchise coordinator is responsible and accountable for all Franchise processes and administrative responsibilities as described below. They will also serve as communication point person / resource for all Franchisees.

### **Duties and Responsibilities:**

- Managing and producing Development agreements , Franchise agreements and amendments
- Maintain files for all development agreements and Franchise agreements
- Ensure all signed agreements are forwarded to appropriate departments
- Monitor and ensure all Brand Audits are completed and filed
- Manage Development timelines to notify of potential defaults
- Maintain and update all Franchise contact lists and Directories.
- Support the Franchise Real Estate process
- Coordinate Franchise lease submission and compliance
- Collect and follow –up on all required information from Franchisees
  - o All Profit and Loss Statements
  - o All health inspections
  - o All local Marketing plans
  
- Receive, track and organize all pest control inspections
- Track and close the loop on all Franchise web complaints
- Receive and organize all feedback, RVR's and Mini Sears conducted by the Franchise support team
- Help with travel and expense reporting for Franchise support team members
- Send out and Track franchise invoicing for additional operational support
- Maintain and organize all Franchise support documents
- Be the Franchise point person for the intranet. Ensure all information is up to date and all resources are organized and uploaded

### **Qualifications and Skills:**

- Excellent verbal and written skills
- Excellent organizational and time management skills
- Proficient in Microsoft Excel, Word, and Data Base Management Systems
- Team Player with a Can-do attitude