

## **Job Description**

### **Director of Franchise Development**

**Company/Location:** Kilwins Chocolates Franchise, Inc./Petoskey, MI

**Reports to:** President

**Supervises:** Development staff

**FLSA Status:** Salaried/Exempt

**Date Last Revised:** December 2018

#### **JOB SUMMARY**

The key to Kilwins success is caring franchisees using Kilwins proven business systems to provide the highest quality products to create enjoyment and make people happy. The Director of Franchise Development is the leader responsible for the critical functions of finding and sourcing excellent locations and franchisees.

The Director is required to regularly and customarily exercise discretion in leading and running the Development department and must have a clear understanding of locations, leases, franchisees, the Kilwins franchise system, and how the franchise system supports Kilwin's brand and long-term success. The Director must build a culture and organization that is focused on brand building and excellence in all areas of Development and throughout the entire Kilwins organization and which creates trust and success for Kilwins and Kilwins franchisees.

#### **ESSENTIAL FUNCTIONS**

1. Personally represents Kilwins Core Values, Core Purpose, Core Operating Standards, and Brand Promise.
2. Provide integrity, honesty and knowledge that promotes the culture, values and purpose of Kilwins Brand.
3. Participate in setting and achieving strategic company goals.
4. Set and achieve strategic Development department goals.
5. Develop and lead organizational capability and the ability to effectively get great locations and great franchisees.
6. Communicate, work cooperatively with and support other business units to achieve efficiency, trust, and excellence across the entire organization.
7. Develop, implement and maintain a data driven system to model, identify, evaluate and select excellent franchisees and store sites.
8. Ensure documentation of all systems and transactions.
9. Efficiently turn over location and franchisee for build out, opening and operation.
10. Hire, train, supervise, coach, set goals, provide accountability, manage and lead Development staff.
11. Advertise and market as needed to get store locations and franchisees.
12. Provide input on franchise operating system.
13. Establish and maintain Development Department budget.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Must be aligned with Kilwins core values of treating others as you like to be treated, doing your best and having fun in your work.
2. Must have presentation and oral and written communication skills for all levels of the business unit.
3. Must have ability to close franchise sales.
4. Must have ability to handle confidential and sensitive information.
5. Must have ability to travel as needed.

**EDUCATION AND EXPERIENCE**

1. A Minimum of 5 years of previous franchising and leadership experience is required.

**OTHER DUTIES**

Please note this job description is not intended to cover a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Individuals may perform other duties as assigned including working in other areas to cover absences or to equalize peak work periods or otherwise balance the workload.