

## **Job Description**

# **Franchise Relations Store Consultant**

**Company/Location:** Kilwins Chocolates Franchise, Inc. – Location TBD

**Reports to:** Director of Franchise Store Support

**FLSA Status:** Salaried/Exempt

**Date Prepared:** May, 2019

### **JOB SUMMARY**

The Franchise Relations Store Consultant will be responsible for maintaining the integrity of the Kilwins brand by working with franchisees of assigned Kilwins stores to ensure protection of our brand standards. As the ambassador of the brand they should have the ability to operate a Kilwins store, encourage and support franchisee business plan development, goal setting and operational review of their assigned stores to improve operations, sales and profits. This person must have a strong knowledge of the Kilwins system and model, possess excellent documentation and communication skills both written and verbal. They will travel and must have the ability to manage multiple projects.

### **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. Works cooperatively with franchisees to ensure the Kilwins proven model is followed to increase sales and profitability.
4. Successful fulfillment of Kilwins Brand Standards within all stores.
5. Provide leadership and goal setting for the stores with the ability to effectively measure results.
6. Develop, implement and maintain healthy relationships with store teams.
7. Effectively communicate and document franchisee performance such as:
  - a. Assisting stores with day to day operational issues
  - b. Celebrate success and reward performance
  - c. Setting store goals and measuring results
  - d. Review Key Performance Indicators
8. Perform regular impactful store visits to assess and assist with store operating standards and alignment with the “5 Star Wellness Check.” Brand Operating Standards include:
  - a. Products – Products and Fixtures Furnishing and Equipment
  - b. People – Customer Service
  - c. Place – Store Environment
  - d. Presentation – Merchandising
  - e. Promotion – Marketing
  - f. Financials
  - g. Operational requirements such as on-time ordering, insurance requirements, etc.
9. Work with, communicate with and support all business units cooperatively and effectively.
10. Administers franchisee training, pre-opening and opening activities, store transfers and closures in conjunction with the Director of Education.
11. Ensure store refresh or transfer requirements are completed prior to renewal or transfer.
12. Track store operations and maintain performance dashboard.

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

1. Customer service oriented with a great personality and demeanor.

2. Flexible schedule with the ability to work when needed including holidays and weekends.
3. Ability to multi-task and meet deadlines.
4. Effectively manage conflict.
5. Manage store operations independently.
6. Knowledge of and ability to use all online and support systems.
7. Organizational and planning skills.
8. Problem-solving skills.
9. Team-building skills.
10. Leadership skills, with the ability to coach and mentor others.
11. Ability to handle confidential and sensitive information.
12. Knowledge of proper food handling and sanitation procedures.
13. Ability to manage and follow Kilwins established documentation system.
14. Must have exceptional written and verbal communication skills in the English language.

### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

1. Must be able to travel to stores as needed to support franchisees
2. Must be able to occasionally lift 50 pounds
3. Must be able to stand for long periods of time in retail store or training environment
4. Must be able to travel by aircraft and drive an automobile and have a valid driver's license
5. Must reside locally within region

### **EDUCATION AND EXPERIENCE**

1. Four-year college degree preferred
2. Previous franchising experience preferred
3. Proven track record of relevant accomplishments
4. Proficient in Microsoft tools such as Outlook, Excel and Word

### **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.