

## **Title: Operations Manager (NOC 0114)**

### **COMPANY PROFILE**

MADO Canada is a fast-growing café chain in Ontario with two operating locations and a new location coming soon. MADO has established its reputation in Turkey as the creator of the most famous ice cream kind in the world over many decades. Later, it rebranded itself as a café and opened its first location in Istanbul in 1992. There are now hundreds of locations in Turkey and around the world. In addition to excellent ice cream, MADO café serves a wide variety of breakfast, brunch, lunch, and dinner options. MADO café is an icon in Turkey with a distinctive brand and unique bakery products. MADO Canada, as a franchisee of MADO café, has gone the extra mile to give their customers the taste of Turkish MADO in Canada. MADO Canada imports the main ingredients of their menus from Turkey to keep the quality of the products true to their roots.

### **JOB DESCRIPTION**

MADO Canada is looking for an experienced operations manager to add to its growing team. The successful candidate must have strong written and spoken communication, organizational, and customer service skills to thrive in this career. Additionally, the ability to multitask in MADO Canada's fast-paced environment and proactive approach to problem-solving are keys to success.

As the operations manager, you will oversee all aspects of MADO Canada locations. Your duties will include:

- Manage operations and production at all MADO Canada restaurants
- Supervise all restaurant activities and ensure compliance with company standards and prepare sales and other reports accurately within a defined timeframe
- Hire and train employees, coordinate work and schedules, and develop working relationships with front and back-of-house staff
- Conduct due diligence on developing target franchisee restaurants, including feasibility study in terms of location, profitability, business objective
- Manage overall costs, including material, equipment, human resources, etc.
- Manage production planning, forecasting, purchasing, and stock control
- Maintain and improve the overall performance of restaurants regularly including cost analysis and monitoring of processes
- Work along with the Marketing team to develop Marketing Strategies and Promotion plans to successfully market the MADO brand in the relevant media
- Manage and supervise the food & beverage staff to ensure maximum utilization of the staffing allocated
- Ensure strict compliance with all appropriate Hygiene and Safety legislation and requirements

- Maintain close, professional, and effective links with all external contractors/suppliers to ensure that they deliver to mutually acceptable agreements and the highest quality levels

**Job Location:** 2 Tippet Rd, North York, ON M3H 2V1

**Wage:** \$45 / hour, \$93,600 / year

**Number of positions:** 1 vacancy

**Number of hours:** 40 hours/week, Permanent full time

**When:** As soon as possible

**Apply email only:** [jobs@mado.cafe](mailto:jobs@mado.cafe)

**Company website:** <http://www.mado.cafe>

## **JOB REQUIREMENTS**

**Languages:** English

**Education:** Bachelor's degree

**Experience:** 5 years or more

**Work Conditions and Physical Capabilities:** Fast-paced environment, work under pressure, Tight deadlines, Attention to detail, Large caseload, Large workload

**Transportation/Travel Information:** Valid driver's license, willing to travel, parking paid by the employer, Own vehicle

**Ability to Supervise:** More than 20 people

**Personal Suitability:** Excellent oral communication, Accurate, Excellent written communication, Organized, Judgement, Values and ethics, Flexibility, Team player

**Intended job posting audience:** Anyone who can legally work in Canada can apply for this job. If you are not currently authorized to work in Canada, the employer will not consider your job application. Veterans of the Canadian Armed Forces, Visible minorities, Indigenous people, and Newcomers to Canada are welcome

**Benefits:** Flexible schedule, On-site parking, Paid time off, Cafe discount. The employer does not cover the relocation costs

**Employment conditions:** Overtime, Morning, Day, Evening