



Professional child care from local experts.

The Franchise Coordinator

****no calls!*** Email all inquiries to franchise@sittingmadesimple.com

THE ROLE

The Franchise Coordinator helps to nurture the health and success of the Sitting Made Simple® (SMS®) Franchises, which is the growth engine of the company's future. This individual has a unique position and has the opportunity to work directly with all major stakeholders, including the Founder + CEO, franchisees, franchise leads, the internal HQ Team and external partners. This position is poised for growth in a company that is expanding quickly nationwide.

The Franchise Coordinator has impeccable communication and organizational skills in order to manage the day-to-day needs of each franchisee while supporting the CEO with franchise growth. The Franchise Coordinator is a proactive problem-solver and is quick to take action when needed. They serve as a go-to resource for any internal or external questions about SMS® franchises. As the company grows, The Franchise Coordinator role will also grow. Therefore, the individual in this role is eager to learn and develop both personally and professionally. They are willing to work hard to move up within the company and are always looking for ways to help others succeed as well. They are excited to take on new responsibilities and want to go above and beyond to take care of the SMS® team and franchisees.

THE WORK YOU'LL DO

- Conduct all day-to-day communication with the SMS® franchises, including Columbus and the Design + Development Teams.
- Assist and provide all support to the franchise owners & staff, including but not limited to: offering assistance to questions and concerns; collecting and reviewing information to log as data; creating documents; research; and providing general support.
- Collect all franchise reports to assess job performance of each franchise and provide them with what they need to be successful.
- Conduct weekly, bi-weekly and monthly video calls with each franchise owner at the scheduled call time. Complete all pre-work for the Call Agenda and follow-up responsibilities.

- Assist with the QTRLY video calls. Lead by the Founder + CEO with the entire franchise team at the scheduled time. Complete all pre-work for the Call Agenda and follow-up responsibilities.
- Assist with the SMS® Franchise social media handles, while working alongside the Social Media Manager on the schedule, needs and all items needed for the franchises, etc.
- Prepare for, oversee and assist with all SMS® Shop Day operations with new franchisee leads.
- Prepare for, oversee and assist with all SMS® Franchise Training Week operations.
- Manage all franchise inquiries by collecting required information and scheduling a call with the Founder + CEO once the checklist is completed.
- Make the approved changes in the SMS® Operations Manual folder.
- Assist in managing all royalty fee, web, text invoices and payments from each franchise.
- Assist each franchise with the Annual Guide & needs accordingly.
- Collect and report all franchise conflict, issues, concerns to Founder + CEO and relay solutions to owners.
- Assist in all website customer service requests and needs from franchises. Directing those to the website team.
- Assist in reviewing all SMS® FDD questions, concerns and keeping all franchises compliant.

The Franchise Coordinator reports to Amanda Knapp, Founder & CEO. The Franchise Coordinator is to work directly with each SMS® franchisee and report to Amanda to receive solutions for market remedies. It is the primary focus of The Franchise Coordinator to make sure each SMS® franchise is performing to their fullest potential by providing the support needed to do so.

WHAT MAKES YOU SUCCESSFUL AT SMS®

- **You have excellent verbal and written skills** in all forms of communication (verbal, email, text, etc.). Nothing ruffles your feathers when it comes to communication because you understand the importance of calm, productive conversations.
- **You pride yourself on your superb organizational and time management skills** especially when you're busy. You know how to prioritize and focus on what's most important in any moment.
- **You're an enthusiastic listener**, always trying to truly understand and connect with others. You also see listening as your gateway to soak in all the knowledge that is available to you in a company like SMS®.
- **You genuinely want to learn and grow** both personally and professionally. You crave opportunities to collaborate with your Coordinator around your growth and consider yourself a life-long student.

- **You believe in the power of feedback** and know that there's always an opportunity to improve. You also feel comfortable giving feedback to others so that they may improve as well.
- **You embrace technology** and consider yourself proficient in Google Drive, Word and Excel. You're also well versed in managing business accounts for major social channels (Facebook, Instagram, etc.).
- **You're a team player**, and you never leave home without your can-do attitude.

QUALIFICATIONS

- 3-5 years of relevant workplace experience managing stakeholder relationships.
- Preference for candidates with franchise knowledge and experience.
- Excellent communication and organizational skills.
- A team player and problem solver is a must!

THE HOURS

- Monday-Thursday 9:30AM-3:30PM and Friday's 8AM-12PM.

The Franchise Coordinator position is available for interview and is to start in February 2019.

[**Apply NOW!!**](#)