

Job Title: Operating Partner

Company: C.L. Thomas Restaurant Holdings LLC – A Proud Whataburger Franchise

Position Overview:

As an **Operating Partner**, you'll lead all aspects of restaurant management. Reporting to a Market Leader, you will coach, inspire, and develop your team to meet performance goals and uphold our high standards in service, cleanliness, and food quality. You'll be the driving force behind a high-performing, people-first team that delivers operational excellence every day.

Who Are We?

C.L. Thomas Restaurant Holdings LLC proudly operates as a Whataburger Franchise across the GREAT state of Mississippi. We're more than just a workplace—we're a place where individuals come together as a team to serve our guests and grow together. We believe in doing things the right way, with integrity, heart, and excellence in everything we do. We support growth at every level—from your first day through your entire career with us.

Our Culture

We believe people make the biggest difference. Our team takes pride in their work, supports one another, and enjoys delivering exceptional service. We offer a culture of learning, growth, and teamwork where leadership is earned and celebrated.

Qualifications:

- Must be **18 years of age or older**
- **High school diploma or GED preferred**; post-secondary education is a plus
- **3–5 years of experience in restaurant operations or leadership roles** preferred
- Proven skills in leadership, coaching, communication, and team development
- Ability to build trust, set expectations, and create accountability
- Advanced ability to delegate projects and get work done through others
- Familiarity with budget management, restaurant systems, and customer service strategies
- Experience with an understanding of cash handling procedures, including POS operations, cash reconciliation, and deposit preparation.

- **Food Safety and Food Handler certifications** (as required by local/state laws)
 - Proficiency with tools like MS Office (Excel, Word, Outlook, PowerPoint) preferred
 - Must have a **valid driver's license**, pass a driving record check, and maintain required insurance
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Your Impact

- Lead with integrity and motivate staff by demonstrating company values and a shared commitment to success
 - Mentor and support your leadership team, including Team Leaders and Managers
 - Facilitate open communication, encourage collaboration, and resolve performance gaps
 - Create a development-focused culture by recognizing achievements and planning for team members' growth
 - Oversee hiring, training, and staff retention to maintain a fully staffed, high-performing restaurant
 - Uses and understands KPI metrics to drive operational and financial improvements
 - Maintain a welcoming, safe, and well-maintained environment for both guests and team members
 - Adapt to guest needs and provide top-tier service that keeps people coming back
 - Collaborate across locations to share insights and support team success
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Why Join Our Team?

- **Competitive Salary** (60k to 80k Annually) + **Monthly Bonus Potential**
 - Full-Time Role with Flexible Scheduling
 - Comprehensive Training and Development Programs
 - Advancement Opportunities Within the Franchise
 - Medical, Dental, and Vision Coverage
 - 401(k) Plan
 - Paid Time Off
 - Employee Recognition and Scholarship Programs
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Physical & Role Requirements:

- Ability to lift up to and carry 50 lbs.
- Capable of standing for long periods and performing physical tasks such as reaching, bending, and lifting. (Capable of standing for entire scheduled shift)

- Comfortable working around cleaning supplies, raw food products, and kitchen equipment
 - Frequent handwashing is required to ensure health and safety standards
 - Must maintain proper hygiene
 - Regular use of computers, telephones, and office equipment is expected
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Important Notes:

This description reflects the general scope of responsibilities for this position and is not an exhaustive list. Responsibilities may evolve to meet the needs of the restaurant and business, including during special events, emergencies, or operational changes.

Flexibility and adaptability are key to your success in this role.

Equal Employment Opportunity Statement:

C.L. Thomas Restaurant Holdings LLC is committed to providing equal employment opportunities in compliance with all applicable federal, state (including Mississippi labor laws), and local regulations. We do not discriminate based on race, color, religion, gender, sexual orientation, national origin, disability, veteran status, age, or any other protected status.

We adhere to all required employment verification procedures and uphold all legal employment standards set forth by the state of Mississippi.