



## Nutrition & Guest Communication Administrator

### **DEFINITION**

This position contributes to the success of the Zaxby's brand by administering the planning, testing, calculations, communications and execution of complex projects and processes related to the nutritional, allergen and sensitive ingredient information of the menu platform. This position will ensure all work is documented in compliance with federal guidelines, audited annually and continuously shared within and across organizational lines. This position is also responsible for facilitating communications with Zaxby's guests and other department/ business units about nutrition and allergens, and other subject matters pertaining to the menu and its ingredient components and processes.

The position contributes to the success of the Zaxby's brand and Menu Innovation team by maintaining a database of menu concepts, compiling competitive menu insights, and completing competitive product reviews. Additionally, this position will be an active participant in the product development process by tasting, evaluating and providing feedback on products.

This position models decisions in accordance with the Strategic Plan and Zaxby's Operational Core Values: Guest Focused, Develop Talent, Operational Excellence and Continuous Improvement.

COMPARABLE POSITION(S): Dietitian

### **ESSENTIAL JOB FUNCTIONS**

*Essential duties may include but are not limited to the following:*

- **NUTRITION PROGRAM MANAGEMENT:**
  - Facilitate the analysis of nutrition content of menu items
  - Manage nutritional database(s)
  - Build and generate reports on allergens, trans fats and other nutrition components
  - Collaborate with multiple departments on nutrition-related projects
  - Manage translation of recipes with IT department and supporting technologies (inventory, online ordering)
  - Maintain professional certification (Registered Dietician Certification)
  - Interface with academia, NGOs, professional organizations, research firms and suppliers to keep abreast of developments in consumer behaviors to maintain knowledge of regulatory guidelines related to nutrition; apply information to keep program in compliance
- **COMMUNICATIONS:**
  - Collaborate with various departments and other internal infrastructure to provide material information and relevant updates for documents and technology platforms to distribute nutrition and allergen information to internal and external customers
  - Provide nutritional information to Marketing, Culinary, and Guest Relations teams
  - Guest services liaison for relevant inquires (menu and nutrition)



- **SERVICE AND SUPPORT:**

- Develop and direct nutrition, allergen and ingredient leadership for all levels of the organization
- Develop action plans for projects including criteria for success, business case, resources and timelines; identify key hurdles and actions needed to successfully achieve projects
- Facilitate working sessions and training presentations
- Maintain database of new menu concepts
- Develop competitive menu insights and complete competitive product review
- Collaborate in the product development process by tasting, evaluating and providing feedback on products.
- Maintain documentation of menu product standards for internal and external customers
  - Manage documentation and records in order to ensure that they are complete, current, secure and easily retrievable; this may include designing, organizing or maintaining technical or regulatory records (e.g., paper formula files) and reports
  - Identify, classify, maintain, and protect files, documentation and sensitive information consistent with record handling and retention requirements; document and archive technical information and requirements
- The position also includes management of a variable number of contractors to perform auxiliary functions; manage two or more contractors; appropriately allocate work and provide guidance as necessary
- Advise senior leadership team of recommendations to leverage technology and process optimization to create business opportunities in alignment with strategic plan
- Recognize and support Zaxby's culture to ensure success while maintaining purpose, principles and values
- Document all expenses of activities related to assigned areas of the business; forecast and manage project budgeting

## **TRAVEL REQUIREMENT**

Up to 25% required

## **QUALIFICATIONS**

- **Interpersonal Skills:** This role interacts with multiple departments and various layers throughout the organization. Influence, tact and diplomacy are critical to this role, as this person will initiate action from multiple players, request collaboration between departments and troubleshoot barriers to progress. Key audiences are internal team members, project stakeholders, department heads and senior leadership. This position also establishes credibility and relationships with service vendors, product manufacturers and licensees.
- **Independent Judgment:** This role requires the desire and ability to perform autonomously over extended periods of time. Self-starter personality who can research, create and present



recommendations swiftly and operate with minimal supervision. Detail oriented in approach to work, timeline and process driven. Innate and effective problem solving skills with intellectual curiosity.

- **Business Acumen** (Mental Process): Ability to apply knowledge and experience of multidisciplinary business principles and scientific methodology to achieve successful outcomes in a wide range of projects and activities. This role requires cross functional expertise in a variety of fields; supply chain, quality assurance and R&D.
- **Organizational Impact**: This role and the decisions made in this discipline are overseen by senior leadership, risk and legal professionals. The work of this role supports the brand's 1st strategic plan element, Product. The performance of menu products impacts the economic health at the restaurant level and at the level of the franchisor.
- **Organizational Restraint**: This role is under the management of a department head and/or senior leadership role. The identification and prioritization of areas of improvement often require resolution in multiple areas of the business, requiring complex and sophisticated methods of influence and problem solving.

## **EDUCATION AND EXPERIENCE GUIDELINES**

**Education**: Bachelor's degree in Food Science, Human Nutrition, or Dietetics or other related discipline required. Master's degree and Registered Dietician Certification strongly recommended and preferred

**Experience**: 3-5 years of related experience in nutrition and guest services required; incremental experience in food or beverage product development, commercialization, QA or equivalent experience strongly preferred

*Zaxby's Franchising LLC is an equal opportunity employer and does not discriminate in employment decisions based on any factor protected by federal, state or local law.*