BestDrive Operations Development Supervisor

Your tasks

BestDrive is seeking an experienced Operations Development Supervisor to support store operations, employee development, and leadership readiness across our growing network. This role is ideal for a hands-on operational leader who thrives in the field, enjoys coaching and developing people, and is passionate about creating high-performing teams and successful store operations. Based on the job responsibilities outlined in the position play a critical role in stabilizing locations, supporting staffing efforts, training employees, and preparing stores for long-term success.

This is not a desk job. You'll spend significant time in stores, partnering with teams, identifying opportunities for improvement, delivering training, supporting new hires, and helping locations navigate leadership transitions. Travel is extensive and may include overnight stays and temporary assignments at stores as business needs require.

HOW YOU WILL MAKE AN IMPACT -

Store Operations & Leadership Support

- Provide operational leadership and support to stores experiencing management vacancies.
- Assess staffing, training, workflow, equipment, and service readiness needs.
- Develop and execute store stabilization plans.
- Help establish accountability, operational consistency, and team effectiveness.
- Support successful transitions to permanent store leadership.

Training & Employee Development

- Deliver operational training and coaching to Store Managers, Service Leads, Technicians, and other operational employees.
- Evaluate skill gaps and create development plans.
- Train teams on operational processes, inventory controls, workflow management, equipment use, and company systems.
- Monitor training effectiveness and document employee progress.
- Partner with Safety and other functional teams to reinforce compliance and operational excellence.

Recruiting & Onboarding Support

- Partner with HR and recruiting teams to support hiring efforts.
- Participate in candidate interviews and operational assessments.
- Coordinate onboarding activities to ensure employees are equipped for success from day one.
- Help identify and address retention and development opportunities.

Operational Improvement

Job ID
REF100125X

Field of work
General Management

Location
Charlotte

Leadership level
Leading Leaders

Job flexibility
Hybrid Job

Working time
Full Time

Legal Entity
Continental Tire the Americas, LLC

- Support stores experiencing performance, productivity, or training challenges.
- Reinforce company operating procedures and best practices.
- Monitor store readiness, service quality, staffing levels, and training completion.

Provide reporting and recommendations to leadership.

Why This Role Matters

The Operations Development Supervisor serves as a key resource in building operational consistency across the organization. You'll have the opportunity to impact store performance, develop future leaders, improve employee readiness, and help create exceptional customer experiences throughout the BestDrive network.

If you are a hands-on leader who enjoys developing people, solving operational challenges, and driving results in the field, we'd love to hear from you.

Apply today and help shape the future of BestDrive operations.

Your profile

WHAT YOU BRING TO THE ROLE -

- 3-5 years of operational or field leadership experience.
- Experience within commercial tire, automotive service, fleet service, distribution, industrial service, or similar operational environments.
- Proven success developing, coaching, and training employees.
- Experience supporting multiple locations preferred.
- Strong problem-solving, communication, and organizational skills.
- Ability to influence and develop teams without direct reporting authority.
- Strong commitment to safety, accountability, and operational excellence.
- Valid driver's license and ability to travel extensively.

Our offer

Travel Requirements

Travel: Approximately **75% travel** is expected during the first **3 to 8 months** of employment as the Operations Development Supervisor supports operational assessments, training initiatives, process implementation, and business improvement projects across multiple locations. Travel requirements will be reevaluated based on business needs and project completion timelines after the initial onboarding and development period.

Work Environment & Physical Requirements

Work Environment: This role operates in a combination of office, warehouse, service center, and field environments. The Operations Development Supervisor must be comfortable working in a fast-paced setting and balancing multiple priorities while supporting various

operational and organizational initiatives across the business.

Physical Requirements: The physical demands described here are representative of those required to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Frequently sit, stand, walk, bend, stoop, and move throughout operational facilities.
- Occasionally lift, carry, push, or pull materials and equipment up to 50 pounds.
- Ability to work both indoors and outdoors as business conditions require.
- Ability to travel extensively, including driving and overnight stays.
- Regular use of computers, mobile devices, and standard office equipment.
- Ability to adapt to changing environments and effectively wear many hats while supporting operational, training, staffing, safety, and business improvement initiatives.
- Must possess the stamina and flexibility to balance administrative responsibilities with hands-on operational support when needed.

THE PERKS -

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401(k) Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities
- And more benefits that come with working for a global industry leader!

EEO-Statement:

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to Careers@conti-na.com or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other

purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

About us

BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire solutions including award-winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country.