



TITLE OF JOB: Director of Operations - CONFIDENTIAL

LOCATION: Southern California/Las Vegas

POSTED: June 2018

SUMMARY:

The Director of Operations will oversee all aspects of multi-unit operations (i.e., finance, legal, marketing, human resources, real estate, construction and new unit openings) for 6 existing franchised units and 3-4 units to be constructed in the coming years to ensure that the Brand's standards are maintained. This position will have hands-on responsibility for all operations related initiatives.

RESPONSIBILITIES:

- Oversees all aspects of the area's restaurant business, operations, and facilities ensuring standards of quality and service are maintained. Assists unit management in building sales and controlling costs.
- Manages business in a manner consistent with company standards and procedures while building sales, customer counts, market share and optimizing profits.
- Coach GM's on maximizing selection and succession planning tools to maintain a qualified bench of future GM and restaurant talent.
- Hold GM's accountable for results; provide timely feedback and coaching to ensure GM growth.
- Ensure the recruitment, selection, development, and retention of management personnel.
- Evaluate strengths and development needs of the future leaders of the organization; build management teams to leverage the strengths of each person.
- Understand and support the Company's mission, vision, values, and priorities, and communicate them to his/her restaurant teams.
- Ensure the creation of a positive, safe, stable work environment in which people want to perform at their best.
- Foster a passion for personalized, attentive service among restaurant team members & management.
- Ensure appropriate product safety and sanitation systems and safeguards are in place in each restaurant.
- Ensure facilities consistently meet standards (e.g., appearance, cleanliness, maintenance, etc.).
- Coordinate the development of budgets, pro-formas, and business plans for each GM and restaurant.
- Manage the business with integrity to drive top line sales while ensuring bottom line performance.
- Develop and execute action plans to improve bottom line performance.
- Build productive relationships with Support Center staff, peers, and field staff.
- Experience with construction and development of new locations including project management.
- Oversight and monitoring of the day to day developments in construction and act as the voice of the home office.
- Ensures that units comply with all local, regional, and national laws and have all the required documentation and paperwork.
- Provides communication, coaching, and counseling to assist units in achieving the desired results of optimal profits.
- Supports units in the effort to attract, train, develop and retain employees.



REQUIREMENTS:

- Five years of multi-unit management experience is required preferably in a Fast-Casual Concept
- Project management and development experience a big plus
- A proven leader with background in restaurant operations and the desire and ability to help people succeed.
- Excellent coaching/training, interpersonal and communication skills are essential.
- Strong financial acumen.
- Demonstrated ability to work effectively on cross-functional teams.
- Exceptional interpersonal skills, especially across departments and with customers and franchisees.
- Strong verbal and written communication skills
- Effective organizational skills; ability to meet deadlines while managing multiple projects
- Proficiency in various IT systems, databases and Microsoft Office
- Demonstrated ability to deliver results and meet deadlines and operational goals under pressure.
- Experience in legal, real estate, marketing and human resources areas of restaurant business is required.
- Fast Casual dining management experience is required.
- Position requires travel within the Las Vegas region.

SALARY & BENEFITS:

Competitive Base + Bonus - Commensurate with Experience

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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