



TITLE OF JOB: Regional Operations Leader

LOCATION: Toronto, Canada

POSTED: January 2020

SUMMARY:

The Regional Operations Leader for this exciting, innovative, technology focused, and growing restaurant hospitality company is accountable for driving business results in support of operational and financial goals, initiating and leading operational changes, and assisting Team Leaders/General Managers in implementing changes that bring positive results.

RESPONSIBILITIES:

- Oversee a team of direct reports within operations, culinary, HR, finance, facilities, and procurement.
- Works with the company executive leadership team and operations leadership to grow the company.
- Establishes a unified vision for all staff and ensures consistency with corporate initiatives, standards of excellence, and mission and vision.
- Plays a central role in organizing, planning, and developing all operations beyond current levels.
- Identifies personnel and staffing issues for long-term success of the restaurants.
- Interacts with executive leadership and regional operations leadership regarding overall operational and strategic direction of the company.
- Acts as a liaison between Corporate Executive Team and Field team and communicates to ensure that organizational needs are met.
- Develop strong partnerships and foster accountability for all direct reports, supervisors, and stakeholders.
- Facilitate company daily stand-up meetings and weekly meetings with operations and support departments.
- Attend and facilitate stakeholder and partner meetings.
- Hold weekly one on one meetings with all Operations Managers and direct reports.
- Meet weekly with Desire Manager to go over guest feedback and experience initiatives.
- Frequent walkthroughs to focus on business operations, organization, staffing and facilities.
- Weekly walkthroughs with quality assurance Managers.
- Review payroll weekly to ensure all locations are operating within budget.

REQUIREMENTS:

- 5+ years of multi-unit experience in a high end, high volume restaurant hospitality environment.
- Demonstrated results creating a high-performance workplace through cultural leadership that sustains results.
- Proficient knowledge of P&L, budgeting and forecasting.
- Experience in guest relations, negotiations and resolving complaints.
- High integrity, work ethic, passion and commitment to company values.
- Ability to train, delegate, coach and development managers and crewmembers.

SALARY & BENEFITS: Strong compensation and benefits package for qualified candidates.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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