



**TITLE OF JOB: Director of Operations**

**LOCATION: New York Metro Area**

**POSTED: March 2019**

**SUMMARY:**

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

**RESPONSIBILITIES:**

- Facilitate company daily stand-up meetings
- Host weekly terminal call with operations and support departments
- Attend airline partner or airport daily meetings
- Hold weekly one on one meetings with all Operations Managers and direct reports
- Hold weekly one on one with Facilities Director to ensure all equipment and facilities are up to company standards
- Meet Weekly with Desire Manager to go over guest feedback and experience initiatives
- Daily terminal walks to focus on business operations, organization, staffing and facilities
- Weekly walkthroughs with QA Managers
- Partner with Badging to ensure all current requisitions are being allocated to the units
- Partner with Airport Director and Controller in Monthly P&L meetings
- Review terminal payroll weekly to ensure all locations are operating within budget
- Drive initiatives to ensure NSF and Health Department compliance, as well as A grade Coyle scores and 4 star Guest feedbacks

**REQUIREMENTS:**

- 7+ years of General Manager (or higher) experience in a high-quality, high volume hospitality environment
- Bachelor's Degree or equivalent experience in Hospitality, Business, or Culinary Arts
- 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
- Commitment to service of guests and all crewmembers
- High integrity, work ethic, passion and commitment to company values
- Ability to train, delegate, coach and development managers and crewmembers
- Knowledge of / certification in / adherence to safety and food sanitation, as well as alcohol service

**SALARY & BENEFITS:**

**Strong compensation and benefits package for qualified candidates.**

**FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:**

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