



TITLE OF JOB: Director of Operations

LOCATION: NYC

POSTED: June 2023

SUMMARY:: Growing, famed, multi-concept, full-service, restaurant company seeks Director of Operations responsible for strategically managing multiple restaurant units and food service in a hotel complex, ensuring overall guest and Staff Member satisfaction while achieving revenue and operational goals and results.

DUTIES/RESPONSIBILITIES:

- Leads the strategic development of the area and ensures all facets of day-to-day operations to include financial, forecasting, recruiting, entertainment, sales and marketing to ensure positive performance to budget and standards.
- Develops strategic and tactical plans to support all areas of the business, including marketing, HR, training, operations, health and safety, and facilities.
- Collaborates with executives to drive company-wide initiatives to include but not limited to re-branding, new menu items, etc.
- Coaches Managers and Staff Members on how to anticipate, identify, and resolve issues that impact the guest experience including operational excellence, maintenance and facilities.
- Works with employment staffing Managers to review candidate applications, interview candidates, and extend job offers.
- Coaches Managers on forecasting and attaining proper staffing levels.
- Ensures restaurant management teams use selection system tools to select quality hires.
- Possesses knowledge of Worker's Compensation and General Liability processes and advises venue Managers of appropriate actions.
- Conducts quarterly audits of systems and processes within venues to ensure accurate compliance standards.
- Provides assistance and coaching on all administrative processes within venue.
- Ensures the quality of all food & beverage facilities throughout the area by coordinating with vendors and supporting others in overseeing the repair or maintenance of the building, landscape, parking lot, equipment, seating and technology; Monitors facilities plans and secures approvals as needed.
- Accountable for the development, performance coaching, and timely completion of all annual salaried reviews.
- Ensures accurate completion of Staff Member schedules in accordance with forecasted business volume.
- Ensures accuracy of daily/weekly reporting of Staff Member's labor hours.
- Works as a liaison between partners to ensure operating priorities are in alignment.
- Ensure that all aspects of the business meet the established standard guidelines.
- Ability to perform all positions and processes within the front of house and back of house.
- Develops leadership skills in managers; coaches managers on how to assess and identify potential in others.
- Assesses operations, leadership, team cohesion, and performance; observes individual and team performance and conducts regular staff quality circle meetings.
- Motivates managers to improve performance; coaches MIT's, Department Heads, and Restaurant Managers on motivating Staff Members.
- Delivers positive and constructive performance feedback to managers; takes appropriate progressive disciplinary action when managers are not meeting performance standards.

- Follows up on Staff Member relations issues; conducts investigations as appropriate.
- Establishes plans, communicates strategy, and measures specific financial goals to achieve sustained increases in restaurant sales and profitability.
- Monitors performance metrics to identify emerging trends and areas of opportunity.
- Communicates areas of performance needing improvement to meet business plan goals.
- Strategically plans staffing needs for venue; ensures the acquisition and maintenance of a top-quality management team within the area by recruiting top-quality candidates and using the selection system tools.
- Reviews sales/guest count forecasts based on historical and current trends.
- Coordinates all facets of day-to-day operations to include financial, forecasting, recruiting, entertainment, sales and marketing to ensure positive performance to budget and standards.
- Ensures accurate completion of Staff Member schedules in accordance with forecasted business volume.
- Maintains high-level of knowledge regarding the company's products and happenings and communicates properly to guests; establishes rapport with all guests through name recognition.
- Performs other duties and tasks as assigned or determined by leadership.
- Adheres to responsible alcohol service established by company policy.
- Understands and utilizes all safety and sanitation practices as defined in the safety program and reports any accidents to management.
- Adheres to all company policies and procedures as established in the Staff Member Handbook.

SKILLS/EXPERIENCE:

- Seven (7)-ten (10) years of leadership experience in multi-unit, full service, restaurant management.
- Excellent written and verbal communication skills.
- Ability to interact professionally with other departments and outside contacts.
- Ability to complete a heavy workload and handle multiple tasks in a fast-paced environment with minimal supervision.
- Excellent judgment and decision-making abilities.

EDUCATIONAL REQUIREMENTS: Bachelor's degree from a four-year college or university in Business or Hospitality Management preferred.

COMPENSATION: Total compensation and incentives will be commensurate with experience and will include a base salary, annual bonus incentive, and comprehensive benefits.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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