



SENIOR DIRECTOR OF OPERATIONS

JOB TITLE:	SENIOR DIRECTOR OF OPERATIONS
DEPARTMENT:	OPERATIONS
REPORTS TO:	CEO
LOCATION:	FIELD AND SUPPORT CENTER
FLSA STATUS:	EXEMPT
TRAVEL REQUIRED:	FREQUENT – Up to 75%
POSITIONS SUPERVISED:	Restaurant Operations, Strategic Partnerships, Executive Chef, Marketing, Catering Production and Sales, Information Technology, Operation's Support and Food Safety

Function:

The Senior Director of Operations' primary role is to lead and develop a team of business leaders in all management team members who effectively execute strategic goals while attaining financial results and creating positive guest experiences for an established regional brand. This exempt position maintains overall responsibility for concept integrity, facility maintenance and people development for all locations. This position is also responsible for communication with the Executive Team. Sushi Maki invites a passionate, hands-on and detail-oriented individual to join its team as Senior Director of Operations to lead the daily operations of the organization to ensure overall financial health and execution of brand standards.

Primary Responsibilities:

- Develop and implement measurements for company stores and strategic partnerships.
- Coach/direct corporate and strategic partnership operations regarding the methods and "art" involved in operating a successful Sushi Maki restaurant.
- Supervise the execution of all quality systems programs of the company including training, operation's reviews, social/online reviews, and build additional systems, as necessary.
- Supervise the departments' activities related to the opening of all locations.
- Recognize and share the best practice procedures and ideas throughout the Sushi Maki system.
- Participate in aspects of strategic partnership selection and conduct operation's reviews of prospective partnerships.
- Supervise operation's department processing of marketing plans, cost control ideas, operation's reviews, financial health of the strategic partnership and human resources issues.
- Demonstrate active involvement with the strategic partnership leadership, assist in the agenda development, coordinate and attend quarterly meetings.
- Coordinate various miscellaneous projects as needed, or as directed by the CEO.

Key Qualifications:

- 5+ years of experience in the hospitality industry with demonstrated career progression; 5+ years high-level experience in the Hospitality Industry with a multi-unit company preferred
- Excellent communications skills required, both verbal and written.
- Financial acumen and the ability to formulate and implement appropriate operating budgets coordinated by the CEO and VP Finance.

- Proven track record showing operational insight that resulted in excellent financial results for the organization.
- A strong ability to manage, coach, and grow people.
- Exude unwavering commitment to adherence of Sushi Maki brand standards.
- Operate daily with high integrity, professionalism, and a strong skill set for building relationships.
- Proven ability to develop and implement strategic plans supported by measurable tactical training with follow up.

Performance Measurements:

- Company EBIDTA
- Non-traditional Venue Sales Growth
- Corporate Restaurant Sales Growth
- Health Department Scores
- Guest Service Index

Key Attributes & Skills Desired:

- Innovative - can integrate innovations and make/keep the concept relevant in the marketplace.
- Hard working, quantitative leader with the desire and willingness to learn and grow with the organization.
- Effectively collaborates with the CEO and stays on the same page. Maintains a high level of mutual respect and realizes the unique contributions and ideas that the CEO and possesses an ability to translate those ideas into functional plans for the company.
- Leads, manages, and holds the leadership team accountable for achieving the goals of the company.
- Faithfully executes the business plan, achieving or exceeding planned P & L objectives.
- Establish a training culture that dependably demonstrates a relentless obsession with values alignment, focus, simplicity, and clarity.
- Working knowledge of strategic marketing trends and information technology.
- Embrace and demonstrate the Sushi Maki Core Values: Commit to Care, Lead Through Service, Be Open and Honest, Pursue Improvement and Celebrate the Good.

Physical Requirements:

- Some lifting and the movement of moderate loads require a 25-pound lifting requirement.
- Responsible for utilizing office equipment.
- Spends approximately 20% of his/her time standing and walking swiftly, therefore, he/she must have the ability to bend, stoop, kneel, and move freely using all limbs and seeing at close/long distances.
- Attend meetings, conferences, workshops, etc. as well as visit Sushi Maki locations, vendors, etc.; therefore, he/she must be able to travel autonomously, possibly to other geographical locations, in inclement weather, with little to no prior notification given.
- Must be able work under a high degree of stress on a physical, mental, and emotional level; this includes performing work in a fast-paced manner and making timely decisions.

Disclaimer

This position description is not intended, and should not be construed to be, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the job. It is intended, however, to be an accurate reflection of those principal job elements essential for making decisions related to job performance, team member development and compensation. As such, the incumbent may perform other duties and responsibilities as required.