



TITLE OF JOB: Director of Operations

LOCATION: NYC

POSTED: Sept 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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Wray Executive Search shall provide equal employment opportunity to all qualified candidates, and will refer candidates without regard to race, color, religion, national origin, sex, age, disability, veteran candidates without regard to race, color, religion, national origin, sex, age, disability, veteran status or any other legally protected basis. Wray Executive Search shall comply with all applicable laws, rules and regulations in the performance of duties pursuant to this Agreement, including but not limited to, Title VII of the Civil Rights Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, and state and local anti-discrimination laws to the extent applicable.

