



TITLE OF JOB: Vice President of Operations

LOCATION: Midwest

SUMMARY:

The Vice President of Operations will lead the operational performance and continued evolution of an established, full-service casual dining restaurant brand with a rich heritage and a strong foundation. This is a hands-on, operations-intensive leadership role for an experienced restaurant executive who understands how to translate strategy into execution, develop high-performing teams, and drive measurable improvements across a multi-unit organization. The brand has a long history of success, supported by experienced team members and established operating practices. The opportunity is to build on that foundation while challenging conventional thinking, introducing new approaches, and raising the standard of operational performance. The VP of Operations will bring a fresh perspective, strengthen leadership capabilities, and foster a culture of ownership, accountability, and continuous improvement.

RESPONSIBILITIES:

Operational Leadership & Execution

- Lead the day-to-day operational performance of the restaurant organization, establishing clear standards and expectations for execution across all locations.
- Drive improvements in restaurant-level performance, focusing on sales, profitability, labor productivity, cost management, service standards, food quality, and the overall guest experience.
- Maintain a strong field presence, regularly visiting restaurants to evaluate performance, identify opportunities, coach leaders, and ensure consistent execution.
- Establish a disciplined operating cadence, including performance reviews, restaurant visits, action plans, and follow-up mechanisms that drive accountability and measurable results.
- Identify operational inconsistencies and inefficiencies, challenge entrenched practices, and implement practical solutions that improve performance.
- Ensure restaurants consistently execute brand standards while allowing for thoughtful innovation and continuous improvement.

Leadership Development & Organizational Effectiveness

- Evaluate the capabilities of the existing operations organization and develop a plan to strengthen leadership effectiveness at every level.
- Build, coach, and develop a high-performing operations team with the skills, confidence, and accountability to deliver results.
- Challenge established ways of thinking and working, encouraging leaders to question assumptions, embrace new ideas, and take greater ownership of business outcomes.
- Establish clear performance expectations and create a culture in which leaders are accountable for results, develop their people, and proactively address challenges.
- Foster a culture of collaboration, urgency, and continuous improvement while respecting the brand's history and the contributions of its long-tenured team members.

Restaurant-Level Financial Performance

- Develop a strong understanding of the drivers of restaurant profitability, including sales trends, labor deployment, food costs, waste, productivity, and controllable expenses.
- Strengthen the financial acumen of field leadership, ensuring operators understand their P&Ls and can connect daily operating decisions to business performance.
- Improve labor scheduling, staffing models, deployment, and productivity while maintaining appropriate service levels and guest satisfaction.



- Translate financial and operational data into practical field-level actions that produce measurable improvements.

Food Quality, Fresh Preparation & Restaurant Standards

- Protect and strengthen the brand's food quality and execution standards, with particular attention to its fresh-made and fresh-baked offerings.
- Improve the operational systems that support fresh food production, including forecasting, prep planning, production timing, inventory management, and waste control.
- Ensure kitchen operations are organized, productive, and capable of delivering consistent quality during peak periods.
- Balance the operational complexity of fresh preparation with the need for efficient labor deployment, cost control, and a consistently positive guest experience.

Guest Experience & Brand Standards

- Reinforce a guest-first operating culture, ensuring that service, hospitality, food quality, and restaurant execution reflect the brand's identity and heritage.
- Identify opportunities to improve across locations and address recurring issues affecting guest satisfaction.
- Use guest feedback, restaurant observations, and operating results to identify improvement opportunities and implement corrective actions.
- Ensure operational changes strengthen the guest experience while improving restaurant efficiency and profitability.

Leadership Characteristics

The ideal candidate is a proven operator who combines the practical instincts of a restaurant leader with the perspective and discipline of an executive.

This individual is:

- Operations-first: Most energized by improving restaurant execution, developing field leaders, and producing tangible results in the business.
- A builder of people: Invests in leadership development, raises expectations, and builds teams capable of operating at a higher level.
- A constructive change agent: Respects the organization's history but is not constrained by it. Will challenge established practices and introduce new approaches when the business requires it.
- Financially minded: Understands the relationship between daily operating decisions and restaurant-level profitability.
- Present in the field: Leads from the front, spends meaningful time in restaurants, and coaches leaders through real operating challenges.
- Accountable and decisive: Establishes clear expectations, addresses performance issues directly, and follows through on commitments.
- Practical & results-oriented: Focuses on improvements that can be implemented effectively and sustained.

QUALIFICATIONS & EXPERIENCE:

- 10+ years of progressive restaurant operations leadership experience, including significant responsibility for multi-unit, restaurant operations.
- Experience driving meaningful operational improvements within an established organization, particularly one with long-tenured employees, entrenched practices, or inconsistent execution.
- Proven ability to develop leaders, strengthen operational teams, and build a culture of accountability and continuous improvement.
- Strong financial acumen, including the ability to interpret restaurant P&Ls, identify performance gaps, and translate financial analysis into operational action.
- Experience improving sales and traffic, labor productivity, food cost management, restaurant-level profitability, service execution, and guest satisfaction.



- Familiarity with fresh-made food production, scratch cooking, fresh baking, or other operationally complex food preparation environments is strongly preferred.
- Demonstrated ability to lead organizational change, challenge conventional thinking, and introduce new processes without losing the engagement and trust of existing teams.
- Strong analytical, problem-solving, communication, and decision-making skills.
- Ability to balance strategic thinking with a willingness to engage directly in restaurant operations and field-level execution.
- A track record of building credibility with restaurant teams, field leaders, and executive stakeholders.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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