



TITLE OF JOB: Chief Operating Officer

LOCATION: Southern California

SUMMARY:

The Chief Operating Officer will work closely with the President to strategically plan the vision and overall direction for the company. The COO will be responsible for the implementation with excellent planning, organization and follow-through. This position will work closely with the company Executive and Management teams, coordinating and communicating all aspects of projects through to successful completion/implementation. From a Big Picture perspective, the COO will continuously look for ways to improve the guest and team member experience, while increasing profitability. The COO will embody company core values and focus on the mission to create the ultimate customer experience.

RESPONSIBILITIES:

1. Incorporate a servant leadership mentality into all work experiences.
2. Oversee all functions of the company -- finance, HR, IT, marketing, operations -- and ensure that they work together in a spirit of collaboration.
3. Analyze key performance indicators for the business weekly, monthly, quarterly, and annually.
4. Identify strategies and goals for efficiency and profitability.
5. Work with the President on Big Picture goals -- then develop plans, timeframes, budgets and teams to achieve these goals.
6. Thoroughly understand and utilize our POS and the data we can compile internally.
7. Build partnerships and relationships with vendors.
8. Work collaboratively with teams on all major projects, taking the lead as needed to ensure continuity and successful implementation.
9. Participate heavily in expansion activities (location growth, remodels, corporate partnerships, etc.).
10. Oversee company policy enforcement and make changes to policy as needed.
11. Review purchase requests for equipment as submitted by the Director of Ops.
12. Oversee new product development teams.
13. Emulate all aspects of company culture, heritage, values and ethos.
14. Continuously learn, looking for best practices and identifying areas for improvement.
15. Participate in HR decisions regarding senior staff (hiring and annual evaluations), compensation structures, and new government regulations.
16. Work closely with President, Controller, and Directors in the creation and monitoring of annual operating budget and long-term capital budget.
17. Assume duties assigned by the President, as requested.

Personal Characteristics

1. **Servant Leadership Skills.** Inspire the best efforts of others. The COO must work continuously on earning the respect of others.
2. **General Management Skills.** Big picture and strategic view of the company. In conjunction with President, manage ideas, direction, inspiration, and results.
3. **Supervisory Skill.** Continuously instruct, acknowledge favorable performance, correct misdirected performance, and develop staff potential.
4. **Responsibility.** Own problems in a way that brings solutions and positive results.

Personal Attributes



1. **Humility.** The ability to apologize or take responsibility for errors or problems.
2. **Resilient.** The ability to roll with the punches; to bounce back after a myriad of problems.
3. **Dependable.** Can be counted on to fulfill obligations. Reliable. Holds people accountable.
4. **Strategic.** The ability to see the big picture, identify and implement innovative ideas, and set long term goals.
5. **Multitasker.** The ability to deal with a multitude of responsibilities, projects and tasks. It requires the ability to plan and focus on the implementation of the plan and still be able to switch directions and shift when something comes up and priorities change.
6. **Integrity.** Understanding that you represent the company, doing all in your power to maintain honesty, empathy and a sincere desire to serve others. Ultimately, you do what you say you are going to do even when no one is looking.

REQUIREMENTS:

- Minimum five years' experience in restaurant senior management, preferably in various functions.
- Experience working with Operations, HR, Finance, Marketing, IT, etc.
- Demonstrable competency in strategic planning and business development.
- Experience opening new locations efficiently and effectively for a multi-unit operator.
- Expertise with data analysis and performance/operation metrics.
- Working knowledge of restaurant POS systems.
- Outstanding organizational and leadership abilities.
- Excellent interpersonal and public speaking ability.
- A commitment to company values and servant leadership culture.
- BS/BA in Business, Hospitality Management or relevant field; MBA is a plus.

SALARY & BENEFITS:

Strong compensation plan including base salary, bonus, and equity opportunity.

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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