WRAY EXECUTIVE SEARCH

TITLE OF JOB: Chief Operating Officer

LOCATION: Southwest

SUMMARY:

The Chief Operating Officer (COO) is a member of the senior leadership team, responsible for leading, managing and scaling the operations of a 50+ location, multi-brand, **full-service restaurant group** backed by a private equity firm. The COO will drive operational excellence, profitability, and sustainable growth while executing strategic initiatives aligned with investment goals. As the leader of operations, he/she is responsible for oversight and leadership of internal operations to include directing and managing a team of operational leaders to ensure operations meet goals, meet best practices for quality, efficiency and financial performance and support the mission and core values of the organization. The COO ensures successful execution of business strategies, operating policies and quality management; oversees the development of the annual operating budgets and operating policies that support the organization's objectives; and interacts with the parent company management and Board of Directors as needed and/or requested.

The role demands a data-driven, results-oriented leader with multi-unit restaurant experience, strong financial acumen, and proven success in leading teams in a high-growth or turnaround environment.

RESPONSIBILITIES:

- Oversee daily operations across all restaurant locations to ensure consistency, efficiency, and adherence to brand standards.
- Develop and implement rigid scalable SOPs to improve performance, reduce costs, and enhance guest experience.
- Ensure labor and food cost controls, inventory accuracy, and quality assurance.
- Directs the development, design, operation and improvement of all guest and internal systems.
- Parter with CFO to manage P&L performance, forecasting, and budgeting for each location and the portfolio overall.
- Identify and implement cost reduction strategies while maintaining customer satisfaction.
- Deliver against EBITDA targets and key financial KPIs required by the private equity stakeholders.
- Collaborate with C-Suite and PE firm to execute value creation plans, including unity economics optimization, and potential M&A activities.
- Lead the implementation of technology platforms that drive automation, reporting, and customer engagement.
- Manage turnaround plans for underperforming units or regions.
- Lead, develop and mentor Regional Directors, General Managers, and operational support teams to ensure high-performance culture and retention.
- Implement training programs to maintain operational consistency and elevate leadership capabilities across the organization.
- Provide regular performance reports and operational insights to PE stakeholders as needed.
- Act as a key liaison between operations and other departments (i.e. Finance, IT, Marketing, and HR).
- Represents the organization at conferences, meetings, or in other arenas. Participates as a company representative at appropriate civic and industry-related groups, activities and events.
- Promotes positive public relations with guests, the community and internal team members at all times. Represents the organization by speaking or presenting at organizational or community special events and promotions
- Creates and manages strategies to achieve effective, efficient and timely corporate growth and financial viability.
- Prepares proposals, status reports, analytical reports, and manages the systems and personnel to achieve desired results.

REQUIREMENTS:

- Bachelor's degree in business or related field.

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- MBA or advanced business degree is a plus.
- 10+ years of progressive leadership experience in multi-unit, **full service restaurant operations**, ideally with 50+ locations.
- Private equity experience or background in a PE-backed company is highly preferred.
- Strong understanding of restaurant financials, KPIs, and operational levers that impact profitability.
- Prove track record in turnaround management, growth execution, or mergers/acquisitions.
- Exceptional leadership, communication, and team-building skills.
- Ability to thrive in a fast-paced, data-driven, performance-oriented environment.

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.