(Insert Company Logo)

**JOB DESCRIPTION**

**POSITION:** DIRECTOR OF OPERATIONS

**FLSA STATUS:** EXEMPT

**POSITION SUMMARY:** Responsible for the overall operations including quality, service, inventory, sanitation, and daily operations. The Director of Operations is also in charge of recruiting motivated and enthusiastic leaders in the management team to act as role models for our hourly team.

**KEY RESPONSIBILITIES**

* Oversee the quality of service and food that is delivered to each customer, making sure that it adheres to company standards
* Provide strategic and tactical guidance on restaurant operations, standards, and guidelines including service, product preparation, customer service, and General Manager development
* Ensure direct reports perform all necessary administrative and accounting duties promptly and accurately
* Prepare and oversee submission of accurate daily/weekly/monthly paperwork, ensure cash handling procedures, maintain and control restaurant assets, and maintain food and beverage inventory
* Compile local, state and federal laws, regulations and guidelines
* Adhere to the restaurant operating budget and manage service contracts
* Review and monitor capital expenditures within each restaurant
* Manage company’s financial planning and controls; determine profit performance goals and ensure they are achieved
* Analyze systems and procedure for continual improvement of earning goals
* Provide strategic direction for sales, operations and promotions
* Supervise people development, e.g., hire, assign, train, development, motivate, evaluate, promote, discipline, and terminate restaurant management personnel

**QUALIFICATIONS/SKILLS:**

* Proven record of developing employees
* Strong mathematical skills
* Excellent oral and written communications skills
* Strong organizational skills; ability to manage priorities and workflow
* Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
* Excellent customer service skills
* Good judgment with the ability to make timely and sound decisions
* Creative, flexible, and innovative team player
* Professional appearance and demeanor
* Ability to effectively communicate with people at all levels and from various backgrounds; bilingual skills a plus
* Available approximately 50 hours per week; able to work flexible hours necessary to manage and operate the restaurant effectively including weekends and closing shifts as needed
* Excellent leadership and organizational skills with attention to detail
* Proven track record of exceptional customer service

# EDUCATION AND/OR EXPERIENCE:

* B.A./B.S. in a related field
* Minimum of 5 years multi-unit management experience