(Insert Company Logo)

**JOB DESCRIPTION**

**POSITION:** VP OF OPERATIONS

**FLSA STATUS:** EXEMPT

**POSITION SUMMARY:** The VP of Operations is responsible for ensuring excellence at all locations by overseeing the day-to-day operations including quality, service, inventory, and sanitation. The VP of Operations is responsible for the strategic planning and developing of the senior leadership team to ensure the company’s growth goals are met.

**KEY RESPONSIBILITIES**

* Provide strategic and tactical guidance on restaurant operations, development of people, standards, and guidelines including service, product preparation and customer service
* Orchestrate development, implementation and execution of effective and efficient operating systems
* Oversee and develop new company initiatives to ensure proper introduction and execution
* Collaborate with internal departments and external parties to build, sustain and enhance systems and processes that compliment current and future operating platforms
* Oversee revenue generation and identify ways to maximize revenue
* Ensure direct reports perform all necessary administrative and accounting duties promptly and accurately
* Partner with operations team to establish annual targets and goals for each location
* Structure and develop effective training programs and measure their success
* Train and ensure all assigned team members are aware of and comply with company, government, and customer policies, procedures, and regulations
* Monitor customer feedback and engage organizational resources as needed to enhance the customer’s experience beyond their expectations

**QUALIFICATIONS/SKILLS:**

* Proven track record of leading a growth oriented company and driving results
* Excellent analytical and critical thinking 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
* 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

# EDUCATION AND/OR EXPERIENCE:

* B.A./B.S. in a related field
* 10+ years multi-unit management experience