

Managing Director

The Director of Operations will be responsible for day to day operations, ensuring efficiency and effectiveness in various areas, supporting the executive team to develop strategies and achieve business goals. The role involves managing daily operations, developing long-term strategies, and overseeing staff to ensure smooth functioning

Key Responsibilities:

- A high level of support and oversight to both FOH and BOH operations and teams
- Acting as a “point person” for problem resolution and strategic planning
- Scheduling for the organization, using an “hours based off of performance” mindset in order to both ensure leadership feels supported in operations while emphasizing growth for the team
- In tandem with scheduling, overseeing labor and ensuring a balance between a fully staffed team and hitting any labor benchmarks set by the leadership team
- Communication with the Talent Exec in order to ensure necessary levels of staffing
- Continuous fostering of a “culture of development” within the organization
- Overseeing the training and development of leadership from the Shift Lead to the Director level
- Monthly check-ins with all leaders in order to set goals, gain feedback, and monitor ongoing professional development
- Communication with the Director Team in order to provide all new leaders with a remarkable promotion experience
- Successfully communicates all goals, initiatives and measurements to Team Leaders
- Oversight of facilities - repairs, maintenance, and dealing with any third parties (ex. pest control or Crosspoint)
- Working with the Managing Partner and/or Operator in order to ensure profitability across the organization
- Provide weekly updates due at 5:00pm on Saturday with agreed upon metrics and project details

Success Factors:

- Fully staffed leadership team based off of yearly leadership goals
- Leadership team to be highly motivated and driving engagement within the team
- A culture of ongoing development
- A performance-based scheduling approach
- Labor Percent of Sales under 18%
- Profitability at 13%
- Every leader fully communicates our business vision, core values and how their role contributes to achieving it

Key Traits:

- Exhibit superior knowledge of our purpose, vision and core values
- Intentional Observation of Team Leaders for development purposes
- Embodies a Growth mindset and takes initiative to grow our brand
- Be able to solve problems using critical thinking skills and appropriate resources
- Offer and receive peer-to-peer coaching and accountability to continually improve the business
- Embodies the core values of the organization: servant spirit, hustle, optimism, and ownership
- Lives out the Organization’s Vision: To be East Pasco’s Most Caring Company