

Director, Operations

Rocklands Barbeque and Grilling Company, serving the area's best barbeque since 1990, seeks a director of operations for the company. This person will lead operational improvement, managing senior-level recruitment and training, on-site and catering execution, continuous menu and product development, and overall cost management.

This is a hands-on job requiring knowledge of food operations as well as human resources and financial management in a restaurant environment. Candidates should be attentive to detail, well organized, self-starting and excellent at multi-tasking. Candidates must be available to work evenings and weekends as required. Candidates must be extremely fluent in English, computer savvy and enthusiastic about interacting with customers and staff. Fluency in Spanish strongly desired. Required: At least 10 years of operations and/or project management experience in a culinary/retail/restaurant environment.

Responsibilities include:

- 1. Train and advance staff on detailed, excellent execution**
 - ✓ Conduct restaurant inspections and work with GMs on improvements
 - ✓ Develop "culinary excellence" program(s) to ensure consistent product quality
 - ✓ Identify cost-management opportunities; create systems for cost-checking and containment
 - ✓ Develop and manage bottom line metrics on P&L to achieve food-cost goals relative to annual budgets
 - ✓ Be "the enforcer" on high-level product and execution quality
- 2. Inspire new thinking and financial achievement**
 - ✓ Work with CEO and GMs to build a "dream manager" culture
 - ✓ Work with GMs to develop annual budgets and goals, reflecting stretches and BHAGs
- 3. Bring new programs and projects to life**
 - ✓ Manage development of new products or product lines
 - ✓ Work with distributors to increase out-of-store sales/retail placements
 - ✓ Work with CEO to dot the i's and cross the t's on new food and beverage retail projects in the Rocklands family
- 4. Manage company-wide physical plant**
 - ✓ Improve and update restaurant physical plants as needed
 - ✓ Work with GMs on cleanliness, maintenance and storage programs, with a goal of 100% uptime as well as perfect marks on maintenance and cleanliness
 - ✓ Lead company-wide vendor relationships related to physical plants (painting, maintenance, waste removal, etc.)
- 5. Develop staff for "Rocklands 2.0"**
 - ✓ Identify and hire talent as needed to maintain the highest quality key staff
 - ✓ Develop staffing structures and accountability measures with GMs
 - ✓ Create staff development programs as needed to improve execution, communication and staff capabilities for retail and catering environments in the Rocklands family

And other duties as assigned.

No phone calls, please; send your resume/cover letter to: deborah@rocklands.com

Rocklands is an equal opportunity employer. We welcome those who are willing to work hard to provide a great barbeque and grilling experience for our customers.