

Director of Operations – The Rafters Restaurant Catering and Events

The Rafters Restaurant Catering and Events has been a family owned and operated business in Lena, IL for over 20 years. We pride ourselves with providing a unique dining experience while delivering excellence in service to each of our valued guests while cultivating a great working environment for our staff members. Our services include a dine-in lunch and dinner menu that changes with the season in one of our three distinctive dining areas, a friendly bar environment, events hosted at our beautiful and unique location, catering for that special day or event in your life, and carry-out food options for casual meals at home, the office, or on the go.

The Director of Operations role will be expected to operate at a high level. The position requires a multi-unit experienced individual who can interpret the P&L and understands the parameters of operating within the budget. This individual will be responsible for communication across many teams within the business such as accounting, operations, human resources, and executive management. The individual in this role will also be responsible for ensuring that inventory levels are assessed and ordered appropriately for current business needs. Safety is one of our core values. This role will ensure that the company and staff are operating with high quality and within the parameters of safe service of both food and alcohol. Recruiting, interviewing, hiring, training, coaching, and managing new staff will be a key part of this role. The Director of Operations should continually be developing the team from within so that the company can continue to grow with talented, seasoned leadership.

Director of Operations Job Description

- Must be a self-starter
- High level of communication skills
- Extremely organized
- Passion for providing gold standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- Confidence in your knowledge of the industry
- Problem-solving and relationship building skills
- Ability to strategize based on customer demographics
- Ability to manage multiple projects simultaneously
- Ability to successfully train and coach a team
- Ability to identify inconsistencies across restaurants
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting the example with your actions

Director of Operations Responsibilities

- Identify problems in day-to-day operations and create S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, Time-Bound) Goals/Solutions to these problems
- Manage day-to-day operations while also working toward long-term business goals
- Monitor restaurant finances, including sales and expenses, while working within the parameters of budgets

- Daily communication across many teams (accounting, operations, human resources, and executive management.)
- Recruit, interview, hire, train, coach, and manage new supervisors and managers.
- Develop the team and provide paths for growth within the company
- Maintain company culture and staff morale
- Streamline the restaurant process to improve the guest and employee experience and reduce operating expenses
- Understand key revenue drivers and identify any room for improvement
- Make decisions regarding how to operate the business from a guest and financial standpoint
- Promote each of the facets of the business (bar, dine-in restaurant, catering, events, carry-out) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Perform other job-related duties as assigned

Must Have

- Restaurant and Hospitality background: 5 years minimum
- Event/Catering/Banquet background: 3 years minimum
- Valid Driver's License
- Microsoft Office Suite skills
- Point of Sale (any) experience
- Social Media (Facebook, Instagram, etc.) experience
- Bilingual English/Spanish: a plus
- Illinois Food Manager Certification
- Illinois BASSET Certification

Physical Requirements

- Bending, carrying, climbing, driving, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

Compensation

- \$45,000 to up to \$60,000 salary
- Phone
- Computer
- Simple IRA (after plan eligibility has been met)
- Flex-spend allowance to any of our businesses
- Paid time off

- Other benefits will be discussed during the in-person interview

Reports To

- Owner of The Rafters Restaurant Catering and Events

Terms of Employment

- At Will

