

RESTAURANT TECHNOLOGIES

SR. DIRECTOR - OPERATIONS EXCELLENCE

JOB SPEC

Overview:

Solutions from Restaurant Technologies (RT) allow commercial kitchens to operate safer, smarter and more sustainably. As Sr. Director - Operations Excellence, this leader is responsible for creating world-class operational excellence within the growing business. Primarily focused on the design/creation and management of RT's end-to-end master business processes (customer in and operationally sound), this role will lead the organization in its constant pursuit of continuous improvement, process engineering / architecture, and technology enablement. The ideal candidate will be responsible for leading and executing various process improvement initiatives, streamlining workflows, and identifying opportunities to enhance operational efficiency, quality, and productivity.

Primary Job Accountabilities:

- Develop and execute a comprehensive operations excellence strategy that aligns with the organization's overall objectives and goals (financial, efficiency, cost of operating, etc.)
- Involves the right stakeholders (internal and external) and vendors to imagine and deploy an enterprise operating model.
- Collaborate with internal teams to develop and implement best practices for enterprise processes, technology and analytics.
- Architects the way the business works, information/data flows, and processes operate across various technology platforms and mediums.
- Evaluate and modify current processes and workflows to identify inefficiencies, bottlenecks, and areas for improvement, tied tightly to the enterprise business process.
- Enables agile adaptation to new or reinvented processes or operating models through effective organizational change management.
- Understand and champion the most efficient way value can flow through the organization.
- Lead cross-functional teams in the implementation of process improvement initiatives, including Lean Six Sigma, Agile, and other continuous improvement methodologies.
- Partner cross-functionally to identify areas where solutions can be implemented to improve efficiency and productivity.
- Is a key voice in business project prioritization, resourcing and enablement.
- Develop and maintain key performance indicators (KPIs) to measure operational efficiency, quality, and productivity across the enterprise.

Minimum Qualifications:

- Proven ability of identifying and seizing opportunities for synergy and integration.
- Able to communicate the vision for RT's operating model future with clear directions to enable the "Art of the Possible" on how our business should work.
- Bachelor's degree in Engineering, Business Administration, or a related field. Master's degree preferred.
- Minimum of 10+ years of experience in operations excellence, process engineering/improvement, enterprise business management, or related field or collective experience.
- Strong knowledge and experience with Lean Six Sigma, Agile, and other continuous improvement methodologies.
- Proven track record of leading cross-functional teams in executing process improvement initiatives.
- Experience in developing and maintaining key performance indicators (KPIs).
- Excellent analytical, problem-solving, and decision-making skills.
- Strong communication and interpersonal skills.
- Ability to work collaboratively with internal teams and external partners.
- Proven ability to deliver results in a fast-paced, deadline-driven environment.

Restaurant Technologies is an Equal Opportunity Employer

Restaurant Technologies is committed to providing a work environment that is free from discrimination and harassment in any form. It is our policy to comply with all applicable laws that provide equal opportunity in employment for all persons, and to prohibit discrimination in employment.

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

As a critical part of our culture of respect, we strictly prohibit any discrimination or harassment based on gender, age, race, color, religion, sexual orientation, gender identity, mental or physical disability, ancestry, pregnancy, national origin, and any other status protected by law.

We are an Equal Employment/Affirmative Action employer. We do not discriminate in hiring on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected veteran status, or any other characteristic protected by federal, state, or local law.

If you need reasonable accommodation for any part of the employment process, please contact us by email at askHR@rti-inc.com and let us know the nature of your request and your contact information. Requests for accommodation will be considered on a case-by-case basis. Please note that only inquiries concerning a request for reasonable accommodation will be responded to from this email address. You may also contact us at 1-888-796-4997 if you wish to speak with a resource regarding a reasonable accommodation request.

Contact Information →

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