

RESTAURANT TECHNOLOGIES

Regional DIRECTOR - OPERATIONS

JOB SPEC

Overview:

As the Regional Director of Operations, you will play a pivotal role in driving operational excellence, efficiency, and profitability across your region. Reporting directly to the Vice President of Field Operations, you will be responsible for overseeing the execution and optimization of all aspects of field operations for the depots you support within your region.

Primary Job Accountabilities:

- Develop and execute the operational strategy in partnership with the operations leadership team aligned with the overall business objectives.
- Collaborate with the Field Operations Leadership Team to set short- and long-term goals, objectives, and key performance indicators to streamline operations across the company.
- Lead and inspire a high-performing operations team, providing guidance, mentorship, and fostering a culture of continuous improvement.
- Recruit, train, and develop skilled and motivated depot leadership teams.
- Ensures all depot deliverables are met each day/week/month, while identifying longer range trends and gaps in performance; makes appropriate adjustments with urgency
- Streamline and optimize processes to enhance efficiency, reduce costs, and improve overall productivity.
- Analyze financial data to identify opportunities for cost savings and revenue generation.
- Collaborate with the customer support team to ensure high levels of customer satisfaction.
- Address and resolve customer issues promptly and effectively.
- Able to identify and direct change to drive financial results

Minimum Qualifications:

- Bachelor's degree in Business Administration, Operations Management, or a related field (MBA preferred).
- 7-10 years of progressive leadership experience in operations management.
- Experience in a high-growth and scaling organization
- Proven track record of successfully leading and managing operational teams in a

multi-site workforce; naturally results driven and motivated; demonstrated ability to drive results and achieve operational targets.

- Strong analytical, strategic thinking, and problem-solving skills.
- Able to execute deliverables with consistency and continuous improvement
- Excellent communication and interpersonal abilities.
- Sponsor of change and motivates team to adopt best practices and standard operating procedures (SOPs)
- Influential leader – leads in a capacity that drives higher performance, deep engagement and a spirit of continue improvement
- Ability to travel up to 75% of the time
- Preference for a candidate located within the NE. Our depot locations within this territory include: Boston, Cincinnati, Cleveland, DC/Baltimore, Detroit, Hartford, Indianapolis, Long Island, Newark, Philadelphia, Pittsburgh, and Rochester.

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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