

RESTAURANT TECHNOLOGIES

VICE PRESIDENT - FIELD OPERATIONS

JOB SPEC

Overview:

As the Vice President of Field Operations, you will be a key architect of operational strategy, ensuring a robust safety culture, and responsible for driving performance to new heights. This role involves not only the oversight of Regional Operations Directors, and subsequently all depot General Managers. Responsible for the strategic alignment of field operations with overarching company goals. We seek a strategic leader who can not only optimize day-to-day operations but also elevate them to meet the highest standards of excellence through continuous improvement.

Primary Job Accountabilities:

- **Operational Leadership**
 - Provide oversight for field operations, ensuring alignment with overall company objectives.
 - In partnership with Operations Excellence, implement standardized operational procedures across all depots to achieve consistency and efficiency.
 - Collaborate with cross-functional teams to optimize processes and streamline workflows.
- **Quality Standards**
 - Establish and maintain a culture of safety, excellence and high performance within the field operations team.
 - Implement a culture of continuous improvement, fostering innovation and efficiency at every level of field operations.
- **Customer Service Focus**
 - Champion a customer-centric approach within field operations, emphasizing responsiveness, accuracy, and overall customer satisfaction.
 - Develop and implement strategies to measure and improve customer service metrics.
- **Depot Standardization**
 - Ensure uniformity across all 41 depots in terms of operations, processes, and service delivery.
 - Develop and implement training programs to equip depot teams with the necessary skills and knowledge to meet established standards.
- **Performance Metrics**
 - Define and track key performance indicators (KPIs) to measure the success of field operations.

- Regularly review performance metrics, challenging the team to achieve and surpass ambitious targets.
- Analyze data and metrics to identify trends, areas for improvement, and opportunities for increased efficiency.
- **Team Development**
 - Recruit, develop, and mentor a high-performing team of operations leadership.
 - Foster a collaborative and inclusive work environment that encourages innovation and continuous improvement.
 - Implement succession planning strategies to ensure a robust leadership pipeline.
- **Cross-Functional Collaboration**
 - Work closely with Centralized Services, Supply Chain, Fleet, Operations Excellence and Safety teams to create a seamless end-to-end operational ecosystem.
 - Spearhead collaborative initiatives to optimize resource allocation, inventory management, and safety protocols.

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 continuous improvement
- Ability to travel up to 75% of the time

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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