



**TITLE OF JOB: Operating Partner**

**LOCATION: New York City**

**SUMMARY:**

A one-of-a-kind opportunity to make a huge impact on a business and become an operating partner through delivering outstanding operational and financial results. Responsible for strategically leading and managing a large-scale business that includes four distinctly different branded operations within a collaborative Joint Venture environment between our four business units and the resort team which operates under the same brand. This role focuses on ensuring overall guest and staff satisfaction while achieving revenue, operational goals and maximizing operational profits of each business operation.

**RESPONSIBILITIES:**

**Leadership & Strategy:** Build and lead a team of managers and staff while overseeing the strategic development of all areas, ensuring financial performance, accurate forecasting, effective recruiting, and impactful sales and marketing strategies to exceed budgetary and performance goals. Create and execute targeted sales strategies and promotional campaigns to drive traffic and boost sales across all venues. Utilize market research and customer insights to identify opportunities for growth and work with the marketing team to tailor initiatives to drive additional traffic to our operations. Collaborate with the resort operations team to provide a customer experience that exceeds the customers' expectations while driving outstanding results.

**Operations:** Oversee and manage day-to-day operations of the two separately branded restaurants, rooftop, coffee shop and retail store. Design, promote, and execute Food and Beverage events, including banquets and catering, to drive additional revenue. Work with the home office to implement marketing, culinary and operational initiatives. Establish plans, communicates strategy, and measures specific financial goals to achieve sustained increases in restaurant sales and profitability.

Monitors performance metrics to identify emerging trends and areas of opportunity.

Strategically plans staffing needs for venue; ensures the acquisition and maintenance of a top-quality management team within the area by recruiting top-quality candidates.

Participates in cross-functional meetings with hotel management, the Brand and contributes to strategic planning and problem-solving initiatives.

Represents the best interests of the company in all interactions with the hotel management team and the Brand, ensuring that decisions and actions support the company's long-term success

**Business Development:** Develop and implement strategic and tactical plans that support all business areas, including marketing, HR, training, operations, safety and security, and facilities. Focus on driving sales and increasing customer traffic through relevant initiatives.

**Guest Experience:** Understands brand standards and ensures an exceptional experience for our guests. Lead and coach managers and staff to anticipate, identify, and resolve issues affecting guest experience, maintaining operational excellence and facility upkeep to enhance satisfaction and repeat business.

**Audit & Quality Control:** Conduct audits of systems and processes to ensure compliance and operational efficiency. Monitor and maintain the quality of food & beverage facilities and equipment, coordinating with vendors for necessary repairs and maintenance.

**Performance Management:** Develop, coach, and evaluate managers, including the timely completion of performance reviews. Provide constructive feedback and take progressive disciplinary actions when necessary to maintain high performance standards.



**Sales & Marketing:** Establish plans and strategies to achieve sustained increases in restaurant sales and profitability. Monitor performance metrics, identify trends, and leverage opportunities to boost revenue and attract more customers. Manages, motivates and mentors the sales team to achieve individual and collective sales targets. Monitor and manage sales performance against the budget, taking corrective actions as needed to meet or exceed financial goals.

#### REQUIREMENTS:

- Change Leader: Ability to access the business, make the important decisions to develop and implement a strategic plan that will allow us to achieve the overall goals of the operation and organization
- Leadership: Inspire and lead a diverse team, fostering a positive environment and drive performance.
- Strategic Thinking: Strong skills in developing and executing strategic plans that drive business growth and profitability.
- Financial Acumen: Expertise in financial management, budgeting, and forecasting to achieve revenue goals and control costs.
- Sales and Marketing: Proficiency in creating and implementing effective sales and marketing strategies to increase customer traffic and revenue. Ability to test multiple programs and strategies and quickly react to both positive and negative results.
- Operational Excellence: Strong understanding of operational systems, processes, and quality control to ensure efficient and effective business operations.
- Customer Service: Exceptional skills in customer service and guest relations, with a focus on enhancing the guest experience and building long-term relationships.
- Communication: Excellent verbal and written communication skills, with the ability to interact effectively with staff, guests, and external partners.
- Problem-Solving: Strong analytical and problem-solving abilities to address and resolve operational and customer issues promptly.
- Team Development: Ability to mentor and develop team members, enhancing their skills and performance through coaching and feedback. With the goal to create a team that will see and achieve the opportunities in each business operation.
- Compliance: Knowledge of industry regulations and company policies related to health, safety, and legal compliance.
- Adaptability: Flexibility to adapt to changing business conditions and handle emergency situations.

#### SALARY & BENEFITS:

**Base salary \$150,000-\$200,000, full benefits and bonus.**

#### FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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