

## **OPERATIONS DIRECTOR**

Eddie's of Roland Park is a family owned, upscale, Gourmet Market. Since 1944, we have provided the Baltimore community with only the best from our signature crab cakes to fresh bakery items. We are also known for our high customer focus and specialty services such as personal shopping, delivery, catering, and fresh store made gourmet-to-go items. If you are self-motivated, customer service-oriented and enjoy great food, apply today!

### **Position Summary:**

Partner with Ownership to set strategy and provide leadership needed to improve sales, service and operations for two gourmet grocery retail stores in Baltimore, Maryland. The incumbent will manage two store managers and monitor the performance of their salaried department managers. Role priorities are Strategic Planning, Financial Performance, Sales Merchandising, Process Improvement, Employee Relations, and Problem Resolution.

### **Duties and Responsibilities:**

- Recommends and implements strategic changes and policies to ensure efficient store operations and to improve sales and profit.
- Identifies trends and forecasts and leads budget process and implementation.
- Establishes operations standards for cost control, quality, merchandising, shrink, safety, and delivery of customer service.
- Collaborates with other business leaders in the Company to improve policies, practices, and performance throughout the organization.
- Identifies and communicates key responsibilities and practices to Store Managers and staff using a management style that fosters development and diversity.
- Identifies and executes improvement initiatives to ensure consistent legendary customer satisfaction.
- Challenges and inspires partners, direct reports, and staff to achieve business results.
- Partners with other business leaders in the Company to ensure training and development, effective staffing decisions, succession planning, and legal compliance.
- Provide an environment which ensures and provides for open and healthy communications. Provides leadership in the development of the Operations staff to ensure the effective management of current business and to meet the changing requirements of our future business.
- Delivers results in all key areas, including safety, quality, service, and cost and responsible for providing support for and driving future improvements through continuous Improvement.
- Perform additional duties as assigned.

### **Supervisory Responsibilities:**

- Two store managers and their staff of approximately 235 employees.

### **Qualifications and Requirements:**

- Progressive experience (10-15 years) managing multi-unit grocery retail with strong customer service orientation, preferably in a high-end merchandise environment.
- Financial analysis and profit and loss responsibilities.
- Possess a strong command of and knowledge of financials, budgets, and schedules.
- Creative and successful merchandising strategies and business development examples.
- Progressively responsible leadership experience.
- The selected candidate will demonstrate resourcefulness, good judgment, and excellent communication skills.
- Ability to apply business principles and practices to planning and project management and change processes.
- Strong problem solving, critical thinking and conflict resolution skills.
- Sound judgment and ability to work well under pressure and meet deadlines.
- Can work effectively with all levels of diverse employees.
- Must be a results-oriented professional with outstanding customer service skills.

- Enthusiastic, works well under pressure and is able to demonstrate sound judgment, troubleshoot issues, and ensure customer satisfaction at all times.
- Ability to multi-task, work independently and/or within a team in a fast-paced environment using a high level of discretion and confidentiality.
- Proficient in computer skills, including MS Office.

**Job Type: Full-time**

- Pay: \$100,000.00 - \$150,000.00 per year

**Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Referral program
- Vision insurance

**Schedule:**

- 10 hour shift
- Monday to Friday
- Weekends as needed
- Work Location: In person