

Senior Vice President of Operations

Executive Leadership Opportunity | Multi-Unit Restaurant Operations

Location: Multi-State (Travel Required)

Reports To: Chief Executive Officer / Ownership

Compensation: \$200,000–\$400,000 Base Salary, plus executive bonus and long term incentive opportunities.

The Opportunity

We are seeking a dynamic, results-driven restaurant executive to serve as Senior Vice President of Operations for a thriving, 17-unit McAlister's Deli franchise organization. This is the top operational leadership role in the company — a trusted partner to the CEO and ownership team, responsible for setting strategy, driving profitability, and building the leadership bench that will power our next phase of growth.

This is an opportunity to join an ownership team that values innovation, accountability, and results. If you combine sharp financial acumen with hands-on operational leadership, and you're energized by scaling a growing brand, we want to hear from you.

What You'll Do

Strategic & Financial Leadership

- Set and execute the company's multi-year operational strategy, partnering with ownership on annual objectives, new restaurant openings, acquisitions, and remodels.
- Own full operational P&L across all 17 McAlister's Deli locations — driving revenue growth, EBITDA improvement, labor and food cost optimization, capital expenditure planning, budgeting, and forecasting.
- Evaluate market opportunities and build scalable systems that support sustainable, long-term expansion.

Operational Excellence

- Provide executive oversight of District Managers, General Managers, and Restaurant Support Teams across the full portfolio.
- Ensure consistent execution of brand standards, food safety, service speed, cleanliness, and operational compliance.
- Establish and hold teams accountable to key performance indicators, including same-store sales growth, EBITDA, food and labor cost %, prime cost, employee retention and turnover, guest satisfaction, health inspection scores, and training compliance.

Leadership & Talent Development

- Build a high-performance leadership culture through executive coaching, succession planning, and structured development programs.
- Recruit, mentor, and grow future Regional Directors and Vice Presidents from within the organization.
- Partner with senior leadership on workforce planning, compensation strategy, performance management, and employee engagement.

Growth & Guest Experience

- Partner with ownership on site selection, market analysis, restaurant acquisitions, and franchise compliance — building operational readiness plans for every growth initiative.
- Champion a guest-first culture, improving guest satisfaction scores, online reputation, guest recovery systems, catering growth, and community engagement.

- Partner with in-house marketing team for sales growth initiatives.

What We're Looking For

- 15+ years of progressive restaurant operations leadership experience, including 10+ years leading multi-unit operations.
- Proven success overseeing 15 or more restaurant locations, with direct leadership of Regional Directors or District Managers.
- Strong financial acumen and a demonstrated record of improving EBITDA and same-store sales, with multi-million-dollar P&L responsibility.
- Experience within franchised restaurant systems strongly preferred; executive-level leadership experience in QSR or fast-casual dining a plus.
- Bachelor's degree in Business, Hospitality, Finance, or a related field preferred; MBA or advanced business degree preferred.
- Ability to travel 50–75% across restaurant locations, with availability for evenings, weekends, and emergency operational support as needed.

Why Join Us

This is more than an operations role — it's a seat at the table to shape the future of a growing organization. We offer:

- Competitive base salary: \$200,000–\$400,000
- Uncapped executive commission tied to EBITDA growth, same-store sales, and overall company performance
- Comprehensive medical, dental, and vision coverage
- 401(k) with company match
- Executive paid time off
- Company vehicle or vehicle allowance
- Cell phone and technology allowance
- Business expense reimbursement
- Relocation assistance, if applicable

If you're a visionary leader who pairs operational discipline with strategic thinking and a passion for developing people, apply today and help lead the next chapter of the sixth largest McAlister's Deli franchisee organization.