



JOB TITLE: Regional Vice President of Operations

LOCATION: Boston, MA

Posted: January 1, 2008

SUMMARY:

The Regional Vice President, New England will have responsibility for managing all operational aspects of the business throughout the region. One of eight regions, New England stretches over seven States, (ME, MA, NH, VT, CT, RI, and Eastern NY,) and provides services to 71 facilities. The New England region has about \$245 million in revenues and over 2,000 employees.

RESPONSIBILITIES:

The Regional Vice President will be responsible for managing a regional team including a Vice President of Operations, Human Resources Director, Finance Director, Business Development Director and Marketing Director.

This individual will be accountable for driving growth in revenue and increasing margins for each account in the regional account portfolio, while continuously ensuring that the company is delivering operational excellence. He/she will identify innovative and creative services/solutions to expand on our clients' requirements. This executive will create and drive strategic plans, including the implementation of operating plans and budgets; he/she will also lead the execution of these programs from an operational perspective. This individual will be both strategic and tactical, identifying and delivering value-added service offerings to growth the business. In addition, this person will provide leadership to recruit and motivate a high performance team.

Specifically, the Regional Vice President will:

Continuously look for new revenue streams and ways to improve profitability, enhance margins, and achieve sustainable competitive advantage. The scope of potential opportunities will vary across a wide spectrum of functions, including operations, client relationships and driving operational excellence.

Coach, motivate, promote and staff a regional, cross-functional team, including District Managers. Participate in strategic planning, budgeting, and quality audits to ensure operational excellence for all accounts in the regional portfolio. Establish efficient and timely quality metrics to ensure accountability.

Leverage internal resources across functions (e.g. – client services, sales & marketing, human resources, finance) to accomplish objectives. Build upon the corporate culture, with an emphasis on service excellence and customer/employee satisfaction.

REPORTING STRUCTURE:

The Regional Vice President will report to the Executive Vice President for the division, who reports to the President of the line of business.

REQUIREMENTS:

The successful candidate will have between 10 and 15 years of general management experience with P&L responsibilities (ideally exceeding \$70 million). This individual will have executive experience in leading operations, ideally having exposure managing within a matrix environment with responsibility for human resources, finance and/or sales/marketing functions. Experience in the facilities, food service, QSR, Casual Dining, consumer retail and/or hospitality industries, or other multi-site regional operation environments would be helpful. Experience in creating and executing on a growth strategy is imperative, including the ability to manage client relationships focused on revenue generation.

Leadership of cross-functional teams with an ability to leverage internal resources at THE COMPANY is critical. The Regional Vice President should bring the credibility to lead a team, including experienced managers, in achieving operational excellence and delivering on client service. Experience running a multi-functional team, including resources such as finance, and human resources across geographies is a key asset.

In addition, the following competencies are instrumental to this role:

People Leadership: Ability to lead a 2,000+ person, cross-functional, regional team. Experience working with indirect resources and “client” teams is important. Any exposure to labor relations could be helpful.

Business Operations: Ability to create, develop and promote a positive customer experience utilizing operations, marketing and pricing strategies to deliver the highest quality service delivery. Experience running a \$70 million+ P&L with ownership of finance, operations and human resources

Innovative Style: Dynamic, energetic, and outward facing, with the ability to present confidently to clients and create buy-in on new ideas (innovative thinking will be critical)

As a manager of people, the Regional Vice President will develop a compelling vision for the team and encourage the execution of that shared vision. This person will have proven success in attracting and retaining a team with both development and operational skill sets.

In addition, the Regional Vice President must demonstrate capabilities to: Inspire, lead, and motivate employees, and serve as a role model.

Partner with indirect resources to leverage partnerships, information, and skills within THE COMPANY.

Develop new business opportunities, keeping an eye out for potential additions via management contract to the THE COMPANY portfolio.

Communicate at all levels; knowledge and confidence to articulate the organization's strategic goals and objectives.

Influence people to commit and accept responsibility for actions combined with the patience to listen and respond.

This executive will be an inspirational leader who can balance innovation with standardized process and systems. He or she will have both charisma and practical know-how, someone who communicates a sense of urgency, demonstrates a results orientation, and empowers others, holding them accountable to achieve results for the business. Above all the person will have passion, energy and enthusiasm with strong relationship building capabilities. The right person for this job will maintain the highest level of personal integrity and professionalism and will represent THE COMPANY to customers, suppliers, shareholders and the marketplace.

EDUCATION:

Bachelors degree is required. A graduate degree could be a plus; equivalent work experience will be strongly considered.

LANGUAGES:

N/A

SALARY:

\$180,000 - \$200,000

Consultant:

Orrick Nepomuceno, CPC

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