



## Operations Manager

### **About Us:**

Culinary Creator and Owner Kenny Truong is a third-generation restaurateur who crafts authentic Chinese food with a modern twist. Every Rice House team member is essential to support his mission to serve delicious, affordable food with friendly service.

### **About the Opportunity:**

We are seeking a positive and energetic Operations Manager who is ready to learn and lead others to maintain our high food standards while creating a memorable guest experience.

The Operations Manager is responsible for running an efficient system of operation across multiple business units to support daily restaurant needs, including:

- Employee training, oversight, and development
- Staff scheduling
- Inventory management for food and supplies
- Facility management including contract services, repair & maintenance, and open/close procedures
- Customer service and conflict resolution
- Problem solving
- Recordkeeping for sales and regulatory reporting
- Compliance with sanitation and safety rules

### **About our Ideal Candidate skills:**

- Ability to manage food and labor costs to increase restaurant profitability
- Capability for training and motivating a team
- Effective verbal communication which supports dignity, respect, and professionalism with customers, employees, business partners, and ownership
- Ability to balance working in a fast-paced environment with creating customer satisfaction
- Capacity to lead by example and create an enthusiastic environment
- Capability to set goals that align with restaurant business and marketing plans and effectively implement them
- Attention to detail to complete accurate records necessary for reporting requirements, restaurant operations, and employee performance records
- Understanding of industry standards for food quality, safety, and cleanliness
- Knowledge of Labor Laws
- Willingness to learn new skills and responsibilities

### **Minimum Qualifications:**

- 3 Years management experience
- High school or equivalent



- Day & Night Shift flexibility: 10am – 10pm
- Work authorization (when applicable)

**About the Details:**

- Pay: Starting at \$60k, based on qualifications
- Job Type: Full Time
- Weekly day range: Monday - Saturday

**The Rice House offers:**

- Flexible Scheduling
- Benefits
- Employee Discount
- Paid ServSafe Training
- Paid Time Off
- Free meal during shift
- Promotional opportunities
- Leadership opportunities to coach other team members and provide performance feedback
- Being part of a team that embraces inclusivity and teamwork

The Rice House is an Equal Opportunity Employer.

**Additional Questions?**

Contact us at [thericehouses@outlook.com](mailto:thericehouses@outlook.com)