

LOBOS HOSPITALITY

www.loboshospitality.com

Director of Operations - Austin, TX

Building Something Exceptional in Hospitality

Lobos Hospitality is a growing hospitality group in Austin with three operating venues and a catering company, and we're continuing to build toward something bigger.

We're looking for a Director of Operations who wants to help shape the future of our company.

This is an opportunity for an experienced hospitality leader to work directly with ownership, lead our venue management teams, and help establish the culture, systems, and standards that will define Lobos Hospitality as we grow.

The Opportunity

As Director of Operations, you will serve as a key operational leader across our restaurant, bar, and catering businesses. You'll work closely with ownership and collaborate with our Director of Culinary to lead the management teams responsible for delivering exceptional hospitality and strong financial performance.

This role requires someone who can move comfortably between big-picture strategy and hands-on execution. One day, you may be developing a plan for the next phase of our growth. The next, you may be working with a General Manager to improve labor performance, coaching a leadership team, or helping solve an operational challenge at one of our venues.

This is a hands-on leadership role that requires a consistent presence in our operations. The Director of Operations will spend meaningful time in our venues, working side by side with management teams, observing service, coaching leaders, and helping ensure our standards are being met. This position requires flexibility and a willingness to work days, nights, weekends, and holidays as the business demands.

What You'll Own

Leadership & Culture

- Lead, mentor, and develop General Managers and venue leadership teams across the portfolio.

- Build a healthy, positive, and accountable culture rooted in mutual respect, clear communication, and professional growth.
- Establish leadership standards and help create a consistent approach to training, development, and performance management.
- Build an environment where people feel supported, challenged, and proud of the work they do.

Operational Excellence

- Oversee the operational performance of our restaurants, bars, and catering company.
- Partner with Management Team and the Director of Culinary to deliver consistent hospitality, service, food quality, and operational standards.
- Develop systems and processes that improve efficiency while protecting the unique identity of each venue.
- Identify opportunities, solve problems, and ensure that initiatives translate into meaningful results.

Strategy & Financial Performance

- Partner with ownership on short- and long-term business strategy.
- Analyze P&Ls and key financial metrics to identify opportunities for improved profitability and performance.
- Work with leadership teams on budgets, labor management, cost control, and financial accountability.
- Translate financial insights into practical operating plans.

Growth & New Venue Development

- Lead the operational planning and execution of new venue openings.
- Develop opening timelines, staffing plans, training programs, and operating procedures.
- Manage cross-functional projects from planning through rollout.
- Help build the operational infrastructure that will support our continued growth.

Catering & Events

- Provide strategic and operational support to our catering business.
- Help strengthen systems for event execution, staffing, client experience, and financial performance.
- Bring your experience across restaurant and event operations to help create a cohesive and scalable hospitality organization.

Who We're Looking For

We're looking for an experienced hospitality operator who has developed a broad perspective through working across different concepts, teams, and operating environments.

You may have built your career in a combination of casual dining, upscale hospitality, fine dining, catering, or events. What matters is that you understand the operational demands of different hospitality businesses and know how to adapt while maintaining high standards.

You bring:

- Progressive leadership experience: A track record of leading teams, developing managers, and overseeing complex hospitality operations.
- Financial acumen: The ability to understand P&Ls, analyze performance, and make sound business decisions.
- Strategic thinking: The ability to see the bigger picture, identify opportunities, and develop practical plans.
- Executional discipline: Strong project management skills and the ability to move initiatives from concept to successful implementation.
- Opening experience: Experience leading or supporting new venue openings from an operational perspective.
- Communication skills: The ability to build trust, communicate clearly, and work effectively with ownership and teams at every level.
- Entrepreneurial energy: A willingness to take initiative, solve problems, and contribute wherever the business needs you.

Lobos Hospitality is growing, and we're looking for an experienced hospitality leader to work directly with ownership, develop our management teams, and help shape the systems and culture that will support our next chapter.

If you're passionate about hospitality, believe in developing people, and thrive in entrepreneurial environments, we'd love to meet you.