

LunchOwl®

Head of Operations Position Overview







◆ Here's a little about us.

LunchOwl is a fun and innovative workplace lunch service.

We partner with forward-thinking companies to provide their employees with fresh & energizing lunches. Our service leads to a happier and healthier team that gets more stuff done.

We're on a mission to make it easy for office workers in Cleveland and across the country to eat well and feel their best.

We deliver the nourishing food that your mind and body need to thrive. We treat you with the warmest hospitality to delight and inspire you. We cheer you on so you can achieve more than you ever thought possible.

Companies are hungry for ways to improve the well-being of their team. We provide a turn-key solution for on-site healthful food.

LunchOwl is powered by proprietary software and systems. Our Pandora-for-lunch-like-algorithm generates personalized menus for our guests. Lunches are packed in reusable packaging and delivered branded-fridges located at each partner company.

We're currently in partnership with 43 companies and adding more every month.

We've received a strong reception from both employees (our guests) and their employers who contribute to the cost of our lunches. We're adding new companies to our roster every month.

We will bring LunchOwl to 30 cities in the next 10 years.

We're just getting warmed up here in Cleveland. The timing is right for our concept: more people are interested in eating right today than ever before and companies are investing more in wellness today than ever before. We determined to bring delight and good health to workers across America.

Learn more about LunchOwl's service here: www.lunchowl.com/our-service

◆ And, a few things about you.

We're looking for an entrepreneurial head of operations to help lead LunchOwl's growth.

We may be right for each other if:

- You feel energized when you have the opportunity to do something incredibly thoughtful for someone else.
- You love learning and are in constant pursuit of resources that will help you fully shine.
- You're scrappy and have a knack for resiliently figuring stuff out.
- You're fanatical about details.
- You have a natural tendency to do something as well as it can possibly be done. And, when something isn't right, you correct it without thinking too much about it.
- You're a genuinely kind, thoughtful, and optimistic person.
- The philosophy behind servant leadership excites you and few things delight you more than seeing your people grow and thrive.
- You have the self-awareness to know what makes you tick, what you're really good at, and where your natural strengths lack.
- You know that sometimes you'll need to run deliveries or take out the trash. You'll happily help with any task that needs to get done.
- You're okay with early hours. We get started at 5 am.
- You're not just looking for a job. You want an opportunity to potentially earn equity in a young company at the ground level. You want to work your butt off to build a remarkable company that makes the world a more delightful place.

Here's a run-down of the responsibilities of the position:

As head of operations, you'll build and implement turn-key systems that power LunchOwl outside of the kitchen.

Daily Service Preparation

- Organize and review daily production report for our kitchen team.
- Print and organize lunch name cards / pull tickets.
- Print warming instruction notes and lunch notes.
- Print marketing collateral for delivery team to display at partner companies.
- Write birthday cards and first time welcome cards.
- Generate and print labels for delivery totes.
- Generate a report for the kitchen team with a summary of orders for the remaining days of the week.

Lunch Delivery

- Recruit, train, and manage delivery drivers.
- Organize daily delivery route logistics.
- Manage the delivery logistics software that we use to guide our drivers.

Weekly Menu Setup

- Generate detailed menu document and persona recommendations.
- Setup weekly menu in our web app.
- Layout a print version of the menu.
- Guide software development of our menu structure and flow.

Launch LunchOwl at New Partner Companies

- Work with our contact at new companies to setup a launch calendar.
- Organize start-up paperwork.
- Upload employee roster to our system.
- Execute marketing plan for new guests.
- Organize and present at intro lunch.
- Coordinate the delivery and installation of new fridge.
- Re-market the program at set intervals after launch.

Coordinate Catering Orders

- Work with customers to setup their boxed lunch catering order.
- Integrate order into appropriate kitchen reports.
- Integrate order into delivery route.
- Follow up to ensure the guest delight.
- Create invoices.

Facility

- Oversee LunchOwl's presence at our partner companies. (Fridge condition and cleanliness, decals, flatware, signage, etc.)
- Work with our vendors to design and purchase fridges, custom rack units, decals, flatware, reusable lunch packaging, and other supplies.
- Oversee the preventative maintenance and service of our delivery fleet.

Guest Support

- Oversee all communication with our guests and ensure that they feel heard and know that we're on their side.
- Coordinate efforts with our guest support manager.
- Proactively go above and beyond for our guests to create raves and build loyalty and trust.

People, Management, and Leadership

- Establish systems and guidelines for recruiting, screening, training, and managing employees to support our Cleveland operation and future growth.
- Help create a culture where we put our employees first and where they know we truly care about their well-being.
- Many of the items listed here will be delegated to new team members as we grow. Coach and provide feedback to them daily. Hold one-on-ones on a weekly basis.
- Model and teach our core values daily.

Sound exciting? We'd love to hear from you. As a next step, please send your resume to Scott Himmel, LunchOwl's founder (scott@lunchowl.com). Thank you for considering this opportunity or sharing it with someone who may be the right fit.