

Driver

Resident Services

At OPAL by element, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word IMPACT: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day to day work. What kind of IMPACT will you have as our Driver?

YOUR ROLE

As the part of the Resident Services team, you play an integral role in providing our residents with our promised high quality and service standards.

As the designated driver, you'll be tasked with providing enjoyment and convenience to our residents by driving them to their scheduled visits and assisting them in accessing our community.

YOUR ACCOUNTABILITIES

- Drive residents on scheduled and unscheduled visits, appointments and tours around Vancouver
- Operate the vehicles in a safe and courteous manner obeying all traffic regulations
- Provide assistance to residents when required
- Keep track of residents at all times and ensure all residents arrive back to the residence unless otherwise instructed
- Perform maintenance work and regularly clean the interior and exterior of the vehicle - treat it as how you would your own vehicle
- Refuel and prep the vehicle prior to every trip
- Perform other related duties as requested by the Resident Service Manager & Concierge.

YOUR CAPABILITIES

Education:

- High school diploma or GED

- Class 4 unrestricted license permitting the operation of a community vehicle and multi passenger van
- First Aid/CPR Certification would be an asset
- Ability to speak Cantonese considered an asset

Experience:

- Minimum of 3 years of Class 4 driving experience with a clean driving record
- Experience as a limousine or charter bus driver for older adults would be an asset
- Able to work flexible hours including weekdays, nights and weekends

Skills:

- Written and oral communication skills in English
- Excellent customer service skills and interpersonal skills - Ability to focus attention on resident needs, remaining calm and courteous at all times
- Ability to work well under pressure in a fast-paced environment

Behaviors:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.
- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at its best. Recognize the efforts of others on the team. Accept feedback constructively.
- Build trusted resident relationships. You listen for understanding, maintain confidentiality and deliver on your commitments.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Physical Effort:

- Constant standing, walking and driving throughout shift
- Occasional lifting and carrying up to 25 lbs
- Occasional kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends
- Frequent local travel is expected with this position

Physical Environment:

- City of Vancouver, medical centres, residential area, offices, sightseeing locations
- Frequent outdoor exposure in all weather conditions

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Concierge

Job Title of Next Level Manager: Resident Services Manager