

Job Description

Expeditor (Expo)

Back-of-House

At OPAL, we are redefining retirement and aging. Our vision is to develop and manage vibrant, inclusive retirement communities for people of all ages to live in. Based on Element's revolutionary intergenerational concept, we won an international award out of 950 retirement-focused projects assessed worldwide!

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.

YOUR ROLE

As the Expo (Expeditor), you'll be responsible for ensuring a smooth and efficient flow between kitchen staff and service staff, making sure that food orders are prepared, organized, and delivered to guests promptly and to high-quality standards. Working directly with the kitchen team and servers, you will play a key role in delivering exceptional dining experiences to OPAL residents.

Reporting directly to the Sous Chef, your responsibilities will include coordinating kitchen orders, checking food plating and presentation, managing the timing of food preparation, and communicating effectively with the front-of-house team.

YOUR ACCOUNTABILITIES

Reporting and Communication

- Reports to the Sous Chef, Chef or their designate.
- Communicates clearly and efficiently between the kitchen and front-of-house staff to ensure timely and accurate order delivery.
- Participates actively in house, staff, and resident meetings.
- Reports any situations that may be considered unsafe or a health risk.
- Notifies management of any kitchen repairs or maintenance needs.
- Attends staff in-service and continuing education opportunities provided by the Employer.

Order Coordination and Quality Assurance

- Ensures accurate plating, portioning, and presentation of dishes according to OPAL standards.

- Coordinates the preparation and timing of dishes to maintain smooth service during peak hours.
- Performs quality checks on prepared items before they leave the kitchen.
- Verifies that any special dietary or allergy requests are handled correctly and communicated with care.
- Supports servers by organizing and managing completed orders, ensuring they are served in a timely manner.
- Operates the restaurant's food delivery robot, ensuring it is used safely and effectively to support timely meal service, and reports any operational issues to management.

Cleanliness and Safety

- Maintains a clean, organized, and safe expo station and related equipment.
- Follows all health and safety standards, ensuring dishes are handled and delivered in accordance with regulations.
- Assists in keeping the kitchen area organized, particularly the pass and staging areas.

Miscellaneous

- Other duties shall be assigned as required, especially during high service volumes or special events.

YOUR CAPABILITIES

Education:

- High School Diploma or equivalent
- Food Safe Level 1 Certificate
- WHMIS training is an asset

Experience:

- Minimum of 1-2 years experience in a similar role within a fast-paced kitchen environment.
- Experience within high volume, quality service establishments.
- Familiarity with kitchen and food safety practices.

Skills:

- Excellent communication and multitasking skills, with the ability to maintain efficiency under pressure.
- Strong organizational skills to manage multiple orders and prioritize tasks.
- Ability to work effectively within a team environment, demonstrating flexibility and adaptability.
- Bilingual in English and Mandarin/Cantonese considered an asset.

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.

- Build and maintain trusted relationships. Proactively seek and value input from others, set clear accountabilities for team members and be transparent in your communication and decision making.
- 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. Deliver and accept feedback constructively.
- Build trusted resident relationships. You listen for understanding, maintain confidentiality and deliver on your commitments.
- 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:

- Ability to walk up and down stairs.
- Ability to move items weighing up to 50 pounds
- Capable of general housekeeping duties, including organizing workstations.

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends

Physical Environment:

- Kitchen, restaurant, bar/lounge, off-site catering

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Executive Chef

Job Title of Next Level Manager: Director of Hospitality