



Title: Operations Executive

Department: Operations

We are looking for a pragmatic, hands-on team player to join our Operations team in developing and executing the best possible food experiences to our customers in and outside of Singapore.

Who you'll be working with

Our Operations team is responsible for all kitchen operations, delivery fulfilment, import logistics, warehouse and inventory management as well as product procurement. The team is looking for pragmatists who can roll up their sleeves and perform well under time pressure.

As Operations Executive, you'll be

- Reporting directly to the Head of Operations
- Attending meetings within the Operations department to coordinate ongoing ground operations across all Ebb & Flow outlets in Singapore
- Assisting with data entry and database structuring for inventory management
- Working closely with all Outlet Managers to ensure smooth operations across the front-of-house service and kitchen teams
- Keeping track of each outlet's work schedules, ensuring attendance submissions are accurate and submitted to HR in a timely manner
- Creating a work environment that promotes teamwork, performance feedback, recognition, mutual respect and team member satisfaction by executing fair disciplinary and performance management
- Assisting with on-the-job training for our F&B operations teams across all Outlets, ensuring accurate transfer of knowledge regarding our brands and concepts' menus, customer service recovery, food hygiene standards and best-in-class standard operating procedures
- Working closely with our chefs, outlet managers, procurement executives and finance team to accurately budget, forecast and analyse real F&B costs on a monthly basis

To succeed in the role, you'll need

- At least 2 years of experience in an operations-related role, ideally in the F&B or logistics industry
- A pragmatic approach to work, with very strong organisational skills and the ability to manage multiple concurrent projects
- To be comfortable with numbers and using analytical rigour to guide your decision-making - proficiency in MS Excel / Google Sheets is essential

- To be enthusiastic, flexible and adaptable with the ability to remove barriers and bottlenecks via facilitation, creativity and resourcefulness
- An excellent command of written and spoken English, with style and the ability to employ the appropriate tone of voice for any situation. Fluency in Mandarin is a plus
- A degree or diploma in Logistics or Business Operations-related field is a plus

Perks that come with the job...

- The role comes with great autonomy and flexibility - we care less about how you work and more about the end result
- A fun, energetic and fast-paced work environment
- Lots of responsibility very early on – we don't micromanage and want to hear your ideas
- A steep learning curve and a closely-knit team to help you grow
- Unlimited leave days
- Office snacks and drinks on us, as well as after-work drinks and team dinners
- Plenty of freebies and discounts at all our partner brands

About Ebb & Flow Group

We create and acquire F&B brands and technologies that elevate consumers' dining experiences.

With 15 brands leveraging our technologies across 10 kitchens in our Group, we have a comprehensive and continuously growing portfolio of companies that sit at the unique intersection of F&B and technology. Notable brands include The Dragon Chamber, Chin Mee Chin, Love Handle Burgers, Tigerlily Patisserie and Supafresh Japan. Our technology portfolio includes Tabletop, a social media food delivery platform, and Aogami, an advanced kitchen management platform.

Based in Singapore, one of the foodie capitals of the world, we are constantly developing and acquiring new brands, outlets and technology products to deliver the most exceptional culinary experiences ever seen. That's why we're always looking for top talent to join the Ebb & Flow family - whether you're a brand creator, software developer, product manager or an operations professional.

Our Business Principles

1. Fast & Focused Execution

Time is just about the most valuable commodity we have. So we believe that under breakneck pressure, an iterative approach ultimately yields the best tangible results. In simple terms, that means we're not afraid to try things, to dive right in and to get it done. It doesn't mean we eschew attention to detail, but recognise that the quest for perfection is reached through incremental accomplishment.

2. Work Hard, Work Smart

An unwavering commitment and work ethic alone just won't cut it without constantly prodding our processes, tweaking our workflows and tinkering with new methods to find sweet spots in productivity and efficiency. So yeah. We work damn hard and smart. How else would we be able to go all-in at playtime too?

3. The Best Ideas Win

We'll say it because it's true: rank is overrated. We've seen how unchecked bureaucracy silences thought and makes mice of men and women. Not for us. We believe in giving equal voice and listening intently. Because great ideas never happen in a vacuum but spring forth from vibrant cross-pollinated interactions across teams, levels of seniority and life experiences. Whether it comes from the intern or the CEO, make no bones about it - the best idea will always win.

4. Reward in Performance

Not gonna lie - our trade isn't a walk in a park. The food & hospitality industry demands an exceptional degree of sustained commitment. But therein lies opportunity for the unfazed. We provide the framework and support for any aspiration to thrive and succeed. In turn, no earnest effort nor consequential achievement goes unacknowledged. For those who rise with us to the challenge, we reward generously. Any sense of satisfaction follows naturally from within.

5. Seizing Possibility

We believe in magic. Specifically, the kind that happens when we're talking about the value of cooperation and collaboration. By being clear in our mission and bold in our actions, we see endless possibilities for partnerships that can yield mutually beneficial outcomes - the sort of magic that solves problems and improves life for as many as possible everyday.

6. United We Rise

Success is a class act. Great if you pull it off in style, for sure. But the emphasis on "class" is much more about the roomful of mates we cast our professional lot with. We believe we can punch above our weight by pooling talent and sharing experience, leaning on each other's strengths and stoking potential to improve. To that effect, every battle is everyone's battle, as is the glory. We leave the politicking for the politicians because here, we're all in it together.