

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Café / Kiosk Attendant	1612
CLASSIFICATION	LOCATION
Band 3	Ballarat Aquatic and Lifestyle Centre / Eureka Aquatic Centre (Summer Season)
DEPARTMENT	DIVISION
Recreation Services	Development and Growth
AGREEMENT	
Ballarat City Council Enterprise Agreement No. 8. 2019	

Position Objectives

Provide patrons and visitors to the café at Ballarat Aquatic and Lifestyle Centre and Eureka Aquatic Centre kiosk with friendly, efficient and high quality service. This position is a customer service role within the City of Ballarat and staff must ensure a positive interaction for all patrons.

This position will generally have a primary location but staff will be required to work at either aquatic facility.

Key Responsibility Areas

General

- Serve all customers in a polite and professional manner
- Preparing and serving consistently great coffee and other beverages.
- Maintaining the espresso bar to a high standard
- Food preparation in accordance with set procedures according to the site
- Cleaning service and work areas to maintain a hygienic environment, complying with all food and beverage regulations
- Stock ordering and receipt in accordance with set procedures according to the site
- Opening, closing and cash handling duties in accordance with set procedures according to the site
- Complying with established procedures for safety, training and customer complaints.
- Maintaining a working knowledge and understanding of the Facility Emergency Action Plan.

Health & Safety

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in team meetings as required.

REPORTS TO:	DIRECT REPORTS:
Centre Manager	Nil
Internal	External
BALC and Eureka Staff	All patrons and visitors

POSITION DESCRIPTION

Accountability and extent of authority

- Responsible for the quality and timeliness of own work.
- Informing the public of specific procedures and practices.
- Acting and promoting established emergency response procedures and action plans.
- Ensuring that the café / kiosk environment is safe and clean at all times in accordance with procedures.

Judgement and decision making

- Day-to-day problems are to be solved in accordance with established policies and procedures.
- Undertake daily work tasks as per procedures specific to site.
- Guidance is available from Team Leaders and Duty Managers in applying the systems and procedures.

Specialist skills and knowledge

- Customer service and problem solving
- Cash handling.
- Hospitality and food handling experience.
- Barista experience
- Ability in identifying and reporting hazards in accordance with established procedures.

Management skills

- Ability to manage own time and workload within set resources and timeframes.
- Understanding of and implementation of practices relating to health and safety of own self, volunteers, team members, participants and general community.

Interpersonal skills

- Clear oral communication skills with team members, volunteers and general community.
- Building rapport with general community and aquatic users.
- Regular communication including both verbal and basic reports for Aquatic Services Team Leader.

Qualifications and experience

- Recognised food handling certificate
- Recognised Level 2 First Aid.
- Current Working with Children Check

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Customer service and cash handling experience.
- Understanding appropriate response and action to emergency and/or first aid incidents.
- Food handling experience.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.
- Roster flexibility across 7 days a week including after hours.