POSITION DESCRIPTION

Position Title:	**Café Attendant**
Position Number:	**11093**
Directorate:	**Community Services**
Reports to:	**Leisure Duty Manager – Customer Service**
Department:	**Community Facilities**
Agreement:	***City of Karratha Enterprise Agreement 2021***
Classification:	**Level 2**

1. POSITION OVERVIEW

The Cafe Attendant will be responsible for the provision of a high standard of customer service within the Leisureplex Cafe in order to achieve Council's objectives. In addition, they will be responsible for the cleanliness and quality presentation of the cafe.

1.1 Position Objectives

- Liaise with the Leisure Duty Manager – Customer Service concerning any matter relevant to the good order and management of the cafe.
- Ensure all day-to-day produce is available and received at a quality standard.
- Ensure the quality presentation of the café and serving areas.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service and Communication

- Provide a consistent and high level of service to customers of the café.
- Receive incoming telephone calls and deal with customer enquiries

2.2 Housekeeping, Food Handling & Hygiene

- Ensure the Leisureplex Cafe is maintained in a hygienic, clean and presentable condition, meeting all standards and perform daily hygiene and cleaning duties.
- Ensure that all health department checks are passed 100% of the time.
- Ensure that all health acts and regulatory requirements are being adhered to.
- Assist with the preparation of food items for the day's trading and serve patrons.
- Ensure the highest-level produce is being delivered at all times.

2.3 Administration & Finance

- Undertake daily administrative tasks such as daily banking procedures, cash handling, complete workplace inspections, ordering of stock and end of year stocktake.
- Assist with monthly rostering duties and casual staff timesheets under the supervised direction of the Leisure Duty Manager – Customer Service.

2.4 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.

- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under regular supervision of the Leisure Duty Manager – Customer Service.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Sound problem solving and conflict management skills.
- Developed numeracy, cash handling, verbal and written communication skills with a high level of attention to detail and accuracy.

3.3 Specialist Knowledge and Skills

- Sound knowledge of the provisions of the Health Act, Regulations and By-Laws applying to the operation of a food and beverage outlet.
- Sound knowledge of the safety procedures and requirements for the handling of hazardous chemicals.

3.4 Interpersonal Skills

- High level of customer service skills including duty of care responsibilities to the public.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills.

3.5 Qualifications and Experience/Other Requirements

- Certificate in hospitality, food / beverage & housekeeping or demonstrated relevant experience is desirable.
- Previous experience in a customer service role.
- Experience using merchant facilities.
- Current C class driver's licence (desirable)
- National (or Federal) Police Certificate (no more than 6 months old)