

POSITION DESCRIPTION

Position Title:	KLP Café Officer
Position Number:	11136
Directorate:	Community Experience
Reports to:	Business Supervisor - KLP
Supervises:	KLP Café Assistant, Community Services Assistants
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 3

1. POSITION OVERVIEW

The KLP Café Officer will be responsible for overseeing and monitoring the service operations to achieve the outcomes of the Business Plan, under the general direction of the Business Supervisor - KLP. This position will provide a high standard of customer service within the Karratha Leisureplex in order to achieve Council's objectives. In addition, they will be responsible for the cleanliness and quality presentation of the facility, and the coordination and leadership of casual staff.

1.1 Position Objectives

- Liaise with the Business Supervisor - KLP concerning any matter relevant to the good order and management of the facility.
- Ensure all day-to-day operations are achievable to a high standard.
- At the discretion of the Business Supervisor - KLP undertake other responsibilities from time to time ensuring staff receive the necessary training / direction to carry out their duties in a manner that will achieve objectives of the position.
- Quality presentation of the facility.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service and Communication

- Be the first point of contact for customer enquiries.
- Provide passive surveillance to the KLP Café areas.
- Provide a high level of service to customers of the cafe and indoor play space, both in person, telephone and e-mail.
- Coordinate and implement customer consultation as required.

2.2 Housekeeping, Food Handling & Hygiene

- Ensure the 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, asset management, and procurement processes.
- Coordinate party bookings and organise staff rostering for the party.
- Manage the KLP Cafe budget under the supervised direction of the Business Supervisor - KLP.

- Assist the Business Supervisor - KLP to develop and implement Business and Operational Plans relating to the KLP Cafe.
- Utilize a range of appropriate marketing mediums to attract patronage

2.4 Programs and Services

- Implement a continuous improvement approach to service delivery through ongoing research to inform development of the Café service delivery, including supplier reviews.
- Develop and implement cost effective programs suitable for children, including liaising with appropriate service providers and contractors.
- Lead program and activity delivery as required
- Develop mechanisms to thoroughly evaluate programs to determine effectiveness and inform future service delivery

2.5 Leadership and Management

- Assist with monthly rostering duties and casual staff timesheets under the supervised direction of the Business Supervisor - KLP.
- Staff management and development; including coordinating team meetings, assisting in recruitment of casual staff, developing training and development plans, new staff inductions.

2.6 Relief Support

- Provide relief support for other Community Facilities as required.

2.7 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 & Accountability

- Works under regular supervision of the Business Supervisor - KLP
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2. Judgement and Problem Solving

- Well-developed problem solving and conflict management skills.
- Well-developed numeracy, cash handling, verbal and written communication skills with a high level of attention to detail and accuracy.
- Demonstrated ability to use initiative and clear thought processes during stressful situations.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative and problem solving

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.
- Demonstrated understanding in community consultation, trends and delivery of services and activities related to the Indoor Play Centre market.
- Knowledge of the preparation of budgets, programming plans and contractor engagement.

3.4 Interpersonal Skills

- Demonstrated experience in leading others to achieve shared outcomes.
- High level of customer service skills including duty of care responsibilities to the public.
- High level of emotional intelligence and range of communication skills enabling effective team leadership and management, and liaison with internal and external stakeholders.
- Effective leadership skills, interpersonal skills and demonstrated ability to work within a team environment.

3.5 Qualifications and Experience/Other Requirements

- Certificate in hospitality, food / beverage qualification, or demonstrated relevant experience is desirable
- Exceptional customer service experience
- Experience in the service delivery of programs to children desirable
- Team leadership and management experience/skills desirable
- Business / café management experience desirable
- Current C class driver's licence
- Current Working with Children Check (WWCC)
- National (or Federal) Police Certificate (no more than 6 months old)