

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Indoor Play &amp; Café Attendant</b>
<b>Position Number:</b>	<b>10836</b>
<b>Directorate:</b>	<b>Community Experience</b>
<b>Reports to:</b>	<b>Indoor Play Centre Officer</b>
<b>Department:</b>	<b>Community Facilities</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 2</b>

## 1. POSITION OVERVIEW

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

### 1.1 Position Objectives

- Liaise with the Indoor Play Centre Officer concerning any matter relevant to the good order and management of the facility.
- Ensure all day-to-day produce is available.
- At the discretion of the Indoor Play Centre Officer 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

- Collect entry fees and admissions to the Indoor Play Centre and Café.
- Accept and process party bookings (this includes Laser Tag party bookings).
- Provide passive surveillance to the Indoor Play and Kiosk areas.
- Provide a high level of service to customers of the cafe and indoor play space, both in person, telephone and e-mail.

### 2.2 Housekeeping, Food Handling & Hygiene

- Ensure the Indoor Play Centre 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.
- Take party bookings particularly laser tag party bookings and organise staff rostering for the party.
- Assist with monthly rostering duties and casual staff timesheets under the supervised direction of the Indoor Play Centre Officer and Community Infrastructure Coordinator.

## **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 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.

### **3.2 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.

### **3.3 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.

### **3.4 Qualifications and Experience/Other Requirements**

- Certificate in hospitality, food / beverage & housekeeping or demonstrated relevant experience is desirable
- Customer service experience
- Current Working with Children Check (WWCC)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)