

## POSITION DESCRIPTION

# CAFE ATTENDANT

## POSITION DETAILS

<b>POSITION No:</b>	5528	<b>UNIT:</b>	DKHAC
<b>EMPLOYMENT STATUS:</b>	Casual	<b>LOCATION:</b>	DKHAC
<b>DIVISION:</b>	Community Life	<b>CLASSIFICATION:</b>	THAC Level 1

## OBJECTIVES

### MISSION STATEMENT

Working together to make Hobart a better place for the community.

### DIVISION OBJECTIVE

The principal objective of the Community Life Division is to deliver programs, services and activities focused on driving community engagement and participation, enhancing the vibrancy of the City of Hobart through activation, tourism and events, and addressing social inclusion, health and wellbeing, cohesion, resilience, disadvantage and inequality. The Division plays a visible and dynamic role in Hobart's economic and cultural development, and provides strategic, policy and communications support across the organisation.

### POSITION OBJECTIVE

This position provides exceptional service to the customers visiting the Centre and the Café.

## KEY FUNCTIONS AND RESPONSIBILITIES

- Food Preparation and coffee making during times the barista is not present.
- Provide accurate point of sale, cash handling and reconciliation.
- Promote and provide quality customer care at all times.
- Maintain a physical presence in the cafe that ensures that members and guests have access to prompt, professional and quality service.
- Maintain a professional retail area that includes the restocking of shelves and cleanliness of product.
- Cleaning the café and kitchen areas as per the centres written instructions.
- Other duties as directed by the Cafe Supervisor and or Café Co-ordinator.

**Work Health and Safety:** To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

**Note:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence and training.

## **ORGANISATIONAL RELATIONSHIPS**

### **REPORTING RELATIONSHIPS**

#### **1. INTERNAL**

The Cafe Attendant reports to the Café Supervisor. The position will liaise with DKHAC employees.

#### **2. EXTERNAL**

The position will liaise with all members, guests and visitors to the Doone Kennedy Hobart Aquatic Centre, contractors and suppliers.

## **SELECTION CRITERIA**

1. Completion of Year 10 or a relevant Certificate level qualification and barista training coupled with knowledge in food preparation, hygiene and cleaning principles.
2. Demonstrated commitment to quality customer service including presentation.
3. Cash and electronic transactions with good attention to detail.
4. Ability to complete multiple tasks where a high volume of customers to serve and your ability to work within established procedures and time management skills.
5. Good written and verbal communication skills and an ability to develop a friendly, courteous and professional relationships with a range of customers and stakeholders.
6. Ability to work as a cooperative team member.
7. Police Check and Working with Children Check.