



## Junior Café Team Member

### Australian Arid Lands Botanic Garden Casual Position

#### CITY STATEMENT

Our vision is to create and sustain a safe and vibrant Community where people want to live, work, play and visit. If you want to live in a sea-side country town, close to the Flinders Ranges and Outback and help it grow into a full Regional Centre we would be keen to discuss this opportunity with you.

#### KEY FOCUS OF JOB

Provide prompt, efficient and friendly service to visitors at the Australian Arid Lands Botanic Garden (AALBG) Blue Bush Café.

The successful applicant will possess:

- Customer service focussed and ability to be friendly and approachable
- The ability to participate in a team environment
- A willingness to learn
- Previous hospitality and customer service experience desirable

The AALBG Café operates 7 days per week, except for Christmas Day, Boxing Day, New Year's Day and Good Friday. The Junior Café Team Member will be required to work weekends, public holidays and school holidays, generally between the hours of 10am and 4pm.

The position description is available from Council's website [www.portaugusta.sa.gov.au](http://www.portaugusta.sa.gov.au) with enquiries to Natalie Munns, Manager Australian Arid Lands Botanic Garden on (08) 8641 9117.

**Applications must address the specified personal criteria in the position description.**

Applications are to be submitted to the Human Resource Coordinator, Port Augusta City Council, PO Box 1704, Port Augusta SA 5700 or emailed to [admin@portaugusta.sa.gov.au](mailto:admin@portaugusta.sa.gov.au)

Application closing date 5:00pm, Wednesday 13 March 2019.

JOHN BANKS  
CHIEF EXECUTIVE OFFICER



**Port Augusta**

CITY COUNCIL

# POSITION DESCRIPTION

## Junior Café Team Member

### **Council Strategic Vision**

To create and sustain a safe and vibrant Community where people want to live, work, play and visit.

### **Our Values**

These are the qualities that underpin the way we treat each other, the natural and built environment and all of the resources and materials we use in our daily lives. They will shape the Port Augusta that we have expressed in our vision.

- **Respect and Social Cohesion**
- **Optimism and Confidence**
- **Courage**
- **Leadership**

<b>TITLE:</b>	Junior Café Team Member
<b>LEVEL:</b>	Food and Beverage Assistant
<b>STREAM:</b>	Local Government Cafes, Restaurants and Snack Bars Award
<b>DEPARTMENT:</b>	Australian Arid Lands Botanic Garden
<b>POSITION OBJECTIVE:</b> Provide prompt, efficient and friendly service to visitors at the Australian Arid Lands Botanic Garden (AALBG).	

## 1. REPORTING RELATIONSHIPS

- This position reports to the Café Coordinator.

## 2. POSITION DETAILS

- Ensure all visitors are attended to in a courteous and efficient manner whilst maintaining a high standard of customer service at all times.
- General waiting duties and delivery of both food and beverages in a prompt and friendly manner.
- Preparation and serving of soft drinks, milkshakes and hot beverages.
- Clearing and wiping down tables and removal of food waste in a timely manner.
- Operate the industrial dishwasher and cleaning of cooking utensils, cutlery, crockery and appliances, including materials, tablecloths, glassware and cooking surfaces.
- Accurately and confidently receive monies, operate and maintain records utilising Council's Bepoz point of sale system and EFTPOS machine.
- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Ensure that you are well groomed at all times and wear appropriate mutually agreed form of clothing maintained to a high standard of repair.
- Positively contribute to creating and maintaining a healthy, respectful and sustainable working environment.

## 3. PERSONAL CRITERIA

### 3.1 Skills

- 3.1.1 Customer service focussed and ability to be friendly and approachable.
- 3.1.2 Effective communication with fellow workers and the general public.
- 3.1.3 Ability to participate in a team environment.
- 3.1.4 Ability to work effectively during busy times.

### 3.2 Knowledge

- 3.2.1 Willingness to learn and be an active contributing team member.

### 3.3 Experience and/or Qualifications

3.3.1 Previous hospitality and customer service experience desirable.

## 4. WORK HEALTH & SAFETY RESPONSIBILITIES

- 4.1 In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
- 4.1.1 take reasonable care of your own health and safety; and
  - 4.1.2 take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - 4.1.3 comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - 4.1.4 cooperate with any reasonable policy or procedure of the Council.
- 4.2 As part of the Council's safety management system, all workers are required to:
- 4.2.1 report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - 4.2.2 correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - 4.2.3 maintain their workplace in a tidy and safe condition;
  - 4.2.4 ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - 4.2.5 not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - 4.2.6 actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- 4.3 Performance Indicators
- 4.3.1 Increased awareness of, and compliance with, WHS legislation.
  - 4.3.2 Safe working practices utilised which are WHS compliant.
  - 4.3.3 Competency levels maintained and kept up-dated as required.
  - 4.3.4 Timely reporting of hazards and risks to ensure prevention is attempted at all times.
  - 4.3.5 Immediate reporting of all accidents and incidences.

## **5. SPECIAL CONDITIONS**

- Applicants must be authorised to work in Australia at the time of application and for the duration of the employment.
- Successful medical clearance prior to commencement of employment.
- Successful completion of a three month probation period from commencement of employment.
- Must be prepared to undertake training from time to time including after hours if appropriate and off-site training if required.

## **6. CONFIDENTIALITY**

Security and confidentiality is a matter of concern for all persons who have access to Council information. Each person accessing the Port Augusta City Council documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information. Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard:

- 6.1 Respect the privacy and rules governing the use of any information accessible through the Council network and only utilise information necessary for the performance of work duties.
- 6.2 Not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available through the job description.
- 6.3 Not access, exhibit or divulge the contents of any records or reports except to fulfil work duties.
- 6.4 Not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or reports, an inaccurate or misleading entry.
- 6.5 Persons breaching this standard may be subject to penalties, including disciplinary action and dismissal.

## **7. ACCOUNTABILITY**

- 7.1 The incumbent at all times shall reasonably communicate courteously and sensitively with fellow workers, members of the Council, contractors, visitors and the general public.
- 7.2 The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with Port Augusta City Council's Records Management Policy, other related policies and the State Records Act 1997.
- 7.3 Personnel who undertake duties for higher level positions, you are accountable for ensuring that in accepting the back-up position, that the WHS & Legislative – Position Responsibilities Register is referred to, to identify all responsibilities that will be required to be undertaken while in the back-up position, to provide going compliance with the WHS Management System.
- 7.4 Personnel with responsibilities influenced by legislation are accountable for identifying and responding to legislative change that includes Acts, Regulations, Australian Standards, Code of Practice, Guidelines and Agreements relevant to their position or profession and taking appropriate action to ensure compliance. Such responsibilities are defined in Council's WHS & Legislative – Position Responsibilities Register.

## 8. OUR VALUES

These are the qualities that underpin the way we treat each other, the natural and built environment and all of the resources and materials we use in our daily lives. They will shape the Port Augusta that we have expressed in our vision.

As an employee you will play a key role in demonstrating these values:

- **Respect and Social Cohesion**  
Respect is fundamental to building a strong, socially cohesive community. We nurture respect when we find ways to work together on particular actions that address our shared concerns.
- **Optimism and Confidence**  
We will face the future with a positive attitude drawing on our collective strengths and our shared history of struggle and triumph.
- **Courage**  
We are not afraid to face the hard issues and work through them together. We are prepared to take calculated risks to move towards a better future.
- **Leadership**  
We commit ourselves to nurturing leadership in our children and young people, valuing their contributions as citizens of our city.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

## 9. ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee Name:

Signature:

Date:

### Human Resources Department Use Only

Date Commenced with Council:

Date Commenced this Position:

Request to Fill Vacancy: AR19/7639

Position Description Prepared 17/11/2017