

POSITION DESCRIPTION

CAFÉ ATTENDANT

POSITION DETAILS

Date of Position Description	December 2024
Position Title	Café Attendant
Position Grade	Grade 3
Directorate Business Unit	Community & Culture Social & Community Services
Reports to	Café Coordinator
Physical Requirements Category	Category 3 – Combined role with some Physical Requirements
Job Location	Parramatta Aquatic Centre and other Council run food and beverage services as required (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for providing high quality customer service to facility users, including but not limited to, customer service (order taking and point of sale processing) and coffee preparation.

KEY RESPONSIBILITIES

Role Specific

- Deliver customer service excellence to the community and facility users
- Accurately capture customer orders and communicate effectively with the café team and customers to ensure orders are fulfilled.
- Administer food and beverage purchase transactions
- Prepare and serve a variety of coffee and beverage options to customers
- Assist the café team with ongoing stock maintenance and displays
- Ensure consistent high levels of cleanliness, presentation, hygiene, safety and security within the facility
- Promote teamwork and communication through collaborative work practices
- Maintain a hygienic environment including displays, kitchen and beverage equipment in accordance with the statutory requirements including dishwashing
- Follow all NSW Health guidelines in relation to food preparation and handling
- Promote and encourage secondary spend within the café
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.

- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time

KNOWLEDGE

Qualifications

- NSW Working with Children Check Clearance
- Current National Police Check Clearance
- Food Handling Certificate

Experience

- Previous experience front-of-house experience in a busy café or customer-based environment
- Previous barista experience
- Cash handling experience and/or operation of Point-of-Sale System
- Commitment to providing excellence in customer service
- Experience working independently and within a team environment

Skills

- Well-developed teamwork skills
- Ability to prioritise work tasks and competing priorities
- Ability to work independently at times and be self-directed