

POSITION DESCRIPTION

Casual Kiosk Attendant (POS 1469)

Bellbird Bar and Dining – Casula Powerhouse Arts Centre

Directorate:	City Community and Culture	Department:	Casula Powerhouse Arts Centre
Position Grade:	Grade 4	Reports to:	Head Chef
Last review:	March 2021	Next review:	March 2022
		Version No.:	2.0

Position purpose:

To prepare and serve a range of beverages, refreshments and meals to visitors and staff of Bellbird Bar and Dining situated at the Casula Powerhouse Arts Centre in a courteous and prompt manner. To maintain a clean and hygienic environment in accordance with food safety guidelines.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing a clean and hygienic area for the preparation, serving and sale of food and beverages.
- 2) Providing café orders in a timely and efficient manner.
- 3) Providing table service in a professional manner with a strong customer service focus.
- 4) Assisting the Head Chef, Sous Chef and Bellbird staff in meeting all internal and external catering function requirements.
- 5) Participating in daily cashiering requirements and balancing daily takings following Liverpool Council's cash handling procedures at all times.
- 6) Practicing safe food handling techniques and maintaining food storage temperatures to ensure safe food storage.
- 7) Ensuring the café, kitchen and storage areas are left in a clean and tidy manner during business hours and also at the end of each day.
- 8) Advising the Head Chef and Sous Chef of depleting stock levels.
- 9) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.
- 10) Other duties as directed by the manager, that is within the scope of your skills, competence and training.

Decisions made in the position:

- 1) Customer service and problem solving.

Decisions referred:

- 1) Any difficult situations or enquiries which cannot be dealt with should be referred to the Head Chef or Sous Chef.

Key issues/challenges:

- 1) Maintaining a calm approach and providing a high level of customer service particularly during periods of high patronage.
- 2) Maintaining stock levels to provide an adequate level of service to patrons and specialty functions.
- 3) Meeting catering requirements for a number of functions held on the same day.
- 4) Presentation at a professionally high standard.

Key working relationships:

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- Head Chef and Sous Chef
- External Visitors and Patrons
- Casula Powerhouse Staff
- Liverpool Council staff

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Secondary education.

Experience

- Previous experience in a similar role or in food handling positions.
- Previous experience in preparation and serving for catered functions.
- Previous experience in cash handling and sales.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Able to work under busy conditions.
- Able to follow instructions and also work unsupervised when required.
- Knowledge of temperature requirements for the safe storage of food and beverages.
- Flexible attitude to working hours and duties.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Responsible Service of Alcohol Certificate.
- Current First Aid Certificate.
- Safe Food Handling Certificate.

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Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous