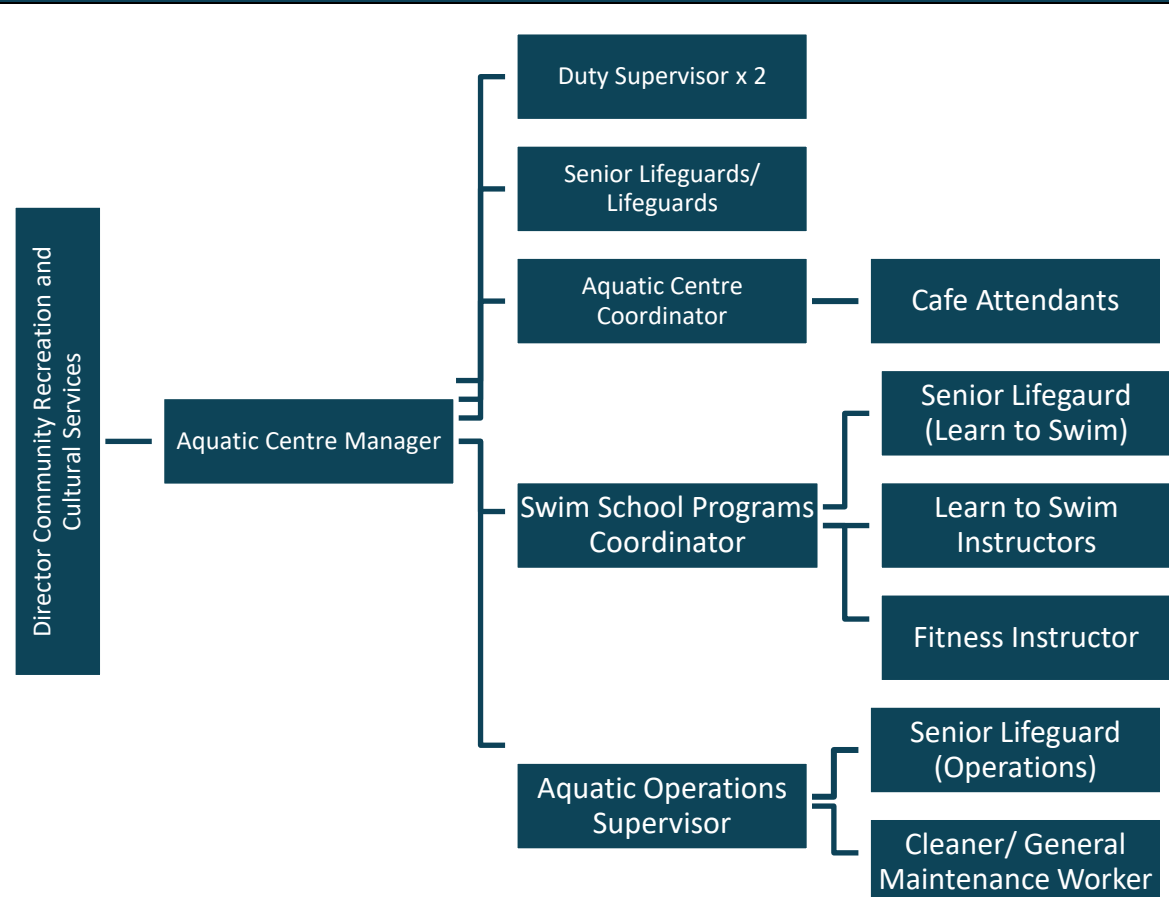


Position Title:	Café Attendant
Division:	Community Recreation & Cultural Services
Section:	Aquatic Centre
Grade:	1
Delegations:	Nil

Primary Purpose of Position

- To undertake café duties and assist in the daily operation of reception, delivering high standards of customer service and ensuring food and beverages are of a high standard.
- To clean and maintain all facilities at the Orange Aquatic Centre

Sectional Structure



Selection Criteria

Qualifications/Licences

- Current NSW Working with Children Check (or the ability to obtain prior to commencement)
- Satisfactory Criminal Record Check

The following qualifications/licences are not essential for the position, however are deemed desirable:

- Current Provide First Aid (HLTAID003) Certificate
- Current Provide CPR (HLTAID001) Certificate
- Current Royal Life Saving Society Australia (RLSSA) Pool Lifeguard Certificate or RLSSA Pool Lifeguard Licence for Orange Aquatic Centre
- Food Handlers Certificate (Use Hygienic Practices for Food Safety (SITXFSA001)) or equivalent
- Barista Certificate (Prepare and Serve Espresso Coffee (SITHFAB204)) or equivalent

Skills and Experience

- Previous experience in a customer service or hospitality environment including experience in food handling and preparation
- Demonstrated experience in cash handling, using an EFTPOS machine and using a point of sale system or equivalent
- Demonstrated ability to perform general cleaning duties
- High level communication skills including the ability to interact and communicate effectively with patrons and other staff in a professional manner
- Demonstrated ability to deliver quality customer service
- Demonstrated ability to work and contribute as part of a team
- Proven ability to work unsupervised
- Demonstrated ability to be flexible and work evenings and weekends
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Assist in the day to day operation of the Aquatic Centre reception and café by providing friendly and professional customer service
- Prepare and serve food and beverages, ensuring compliance with Centre procedures and the provisions of the Food Act 2003 and Regulations
- Operate cafe equipment and ensure the equipment and reception and café areas are maintained to a clean and hygienic standard
- Undertake cash handling, reconciliation and accurate data entry
- Undertake general cleaning duties as required (this includes cleaning of bathrooms, café area and change rooms)
- Communicate professionally and effectively with other Aquatic Centre staff, management and Centre patrons, maintaining high standards of customer service and

professional conduct <ul style="list-style-type: none"> • Wear appropriate uniform and personal protective equipment while on duty • Work in accordance to a roster which includes early morning and/or evening finish times and weekend work • Work and contribute as part of a team • Work efficiently when unsupervised • Cooperate with the Café Customer Service Administrator and Aquatic Centre Manager in the implementation of appropriate staff rosters, procedures and systems • Work closely with the Café Customer Service Administrator and Aquatic Centre Manager and other staff to continually look at ways to improve service delivery • Attend staff meetings, ongoing professional development and training programmes after hours and as required • Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time
--

Position Capabilities	
The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available here . The focus capabilities for this position are:	
Group	Capability
Personal Attributes	Ownership - Foundational "Does it" <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly •
	Customer Focus - Foundational "Does it" <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs •
Relationships	Team Work - Foundational "Does it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i> <ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and takes on additional tasks when workloads are high • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs • Notes 0 •

Results	<p>Deliver Results - Foundational "Does it"</p> <p><i>Achieve results through efficient use of resources and a commitment to quality outcomes.</i></p> <ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Technical	<p>Health, Safety and Environment - Foundational "Does it"</p> <ul style="list-style-type: none"> • Is development required? • No Select if development is required <p><i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> • Consistently displays safe working behaviour • Speaks up when something is unsafe • Follows health and safety policies and procedures • Participates in safety discussions • Implement environmental controls as applicable •
	<p>Finance, Procurement and Contracts - Foundational "Does it"</p> <p><i>Understand and apply procurement and financial processes to ensure effective purchasing and contract performance in line with legislation and policy.</i></p> <ul style="list-style-type: none"> • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered and/or charged

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	

Human Resources Only: This position's ordinary hours of work shall be based on a 38 hour week to determine the hourly rate of pay