

# Wangaratta Sports and Aquatic Centre

Join us and help build the Premier Sports and Events Precinct in regional Victoria.

## The Centre

Wangaratta Sports and Aquatic Centre has a proud history of serving the local community and looks today very different to when the original Basketball Stadium was opened in 1974. Squash courts were added in 1987, aerobics studios in 1992 and a major redevelopment and addition of indoor pools opening in 2002. Like the Wangaratta community itself, the centre has grown and changed with the times.

Today, an exciting new chapter is being written in the history of the facility. The Rural City of Wangaratta decided in December 2019 to move the operations of the facility from YMCA Victoria to an inhouse management model from 1<sup>st</sup> of November 2020, to coincide with the completion of a \$16.88 million aquatics redevelopment.

We are looking for people with positive and dynamic mindsets to join us and drive this exciting new chapter for the benefit of the local community.

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Café Attendant</b>
<b>Position Code</b>	
<b>Business Unit</b>	<b>Wangaratta Sports and Aquatic Centre</b>
<b>Work Group</b>	<b>Customer Experience</b>
<b>Position Classification</b>	
<b>Effective Date</b>	

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

## Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

- To work consistently to our vision of developing the Premier regional Sports & Events Precinct in Victoria.
- To deliver outstanding service, maximising sales opportunities and building quality relationships with facility users.
- To prepare a variety of food and beverages as required to serve our many customers and ensure a clean service environment with all risks minimised throughout your shift
- To create a welcoming and inclusive café environment, particularly focused on outstanding service, maximising sales opportunities and presentation of our café services.
- To develop connection with members and visitors and undertake administration tasks to support return visitation.

### 2. Working Relationships

Reports to	Customer Experience Team Leader
Supervisors	n/a

### 3. Key Responsibilities

- Prepare food and beverages to be presented and purchased by our customers, maximising sales opportunities.
- Provide exceptional customer service at all times
- Present a well-stocked, clean and professional café at all times to the customer.
- Process sales accurately in the POS system, capturing customer sales data wherever possible to maximise our re-marketing opportunities.
- Prepare food and beverages in line with training and direction.
- Maintain a working knowledge and understanding of the food handling operations.

- Manage stock and stock levels in line with direction.
- Ensure all complaints are followed up in a timely manner.
- Actively seek customer feedback on service levels.
- Undertake regular cleaning of food preparation, serving and customer areas, including all equipment, surfaces, tables, chairs and floors.
- Undertake opening and closing shifts within the café
- All administrative duties that are required as part of a successful café function, including health regulation reporting and completion of checklists.
- Report emergency and first aid incidents appropriately and in accordance with Council policies and procedures
- Maintain a working knowledge and understanding of the Facility Emergency Action Plan.
- Ensure all reports, checklists and procedures are completed and signed off.

#### **4. Core Physical Requirements**

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to undertake cooking and serving activities including standing for long periods.
- Capacity to walk up and down stairs frequently.

#### **5. Accountability and Extent of Authority**

- Accountable to the Customer Experience Team Leader
- Accountable for the provision of an efficient, inclusive, friendly and helpful service to all customers.
- Accountable for the provision of accurate and timely information to members of the public and other Council Officers on enquiries.

#### **6. Judgement and Decision Making**

- To make appropriate decisions and evaluate alternatives within documented procedures.
- Ability to make clear decisions pertaining to tasks to be completed.
- Sound knowledge of a wide variety of WSAC operations, with this knowledge used to assist in the development of policies and procedures to ensure customer expectations are met quickly.
- Guidance and advice will always be available within the time required to make a decision or choice.
- Ability to exercise independent judgement within the parameters of the role.

#### **7. Knowledge and Skills**

## 7.1 Specialist Skills and Knowledge

- High level customer service and problem solving
- Use of POS technology and cash handling.
- Food handling experience and safety knowledge.
- Ability to prepare a wide variety of food and beverage items.
- Ability to identify and report hazards in the cafe environment in accordance with established procedures.
- Working knowledge of relevant legislation, regulations and guidelines.

## 7.2 Management Skills

- Demonstrated capacity to contribute to and support continuous improvement initiatives.
- Ability to plan and organize own workload to achieve shift tasks within set timeframes.
- An ability to record and maintain accurate information and records.

## 7.3 Interpersonal Skills

- Well-developed written and verbal communication skills.
- Able to work cooperatively and collaboratively to meet and deliver exceptional customer outcomes.
- Understanding of the Rural City of Wangaratta's Community Promise and a commitment to embody the values of our organisation.
- Able to deal with difficult situations, resolve problems and negotiate successful outcomes.
- Ability to gain cooperation and assistance from internal and external customers.

## 8. Qualifications and Experience

- Experience in a fast-paced café or kiosk environment with competing priorities.
- Experience in delivering exceptional customer service.
- Experience in customer enquires regarding food and beverage.

### Minimum qualifications

- SITXFSA001 Use hygienic practices for food safety
- HLTAID003 Provide first aid
- HLTAID001 Provide cardiopulmonary resuscitation
- Working with Children Check

- Must maintain a satisfactory Police Check

### Desirable

- SITHFAB005 Prepare and serve espresso coffee
- Professional development in the areas of food preparation, use of commercial cooking equipment and/or coffee preparation

## 9. Key Selection Criteria

- Relevant qualifications & experience in the café industry.
- Experience in safe food handling and food and beverage preparation.
- Well-developed ability to maintain a safe working environment.
- Experience in a fast-paced customer service environment.
- Exceptional time management skills, and an ability to work in a collaborative environment.

**Authorised by: Director – Community Wellbeing**

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**Date:**

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**Employee's Signature:**

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**Date:**

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