



## POSITION DESCRIPTION

**Position title:** Team Member

**Department:** Operations

**Reporting to:** Outlet Manager / Outlet Coordinator / Outlet Supervisor

**Supervises:** Nil

**Employment type:** Casual

**Classification:** Level 1.1  
Higher Education Industry – General Staff Award 2010

**Conditions:** Between 10-38 hours per week mainly between 7 am to 8 pm;  
May include some weekends and nights as dictated by business requirements;  
Eligible for Laundry Allowance

### Purpose

The purpose of this role is to be the face of the USU food and catering outlets, using exceptional customer service skills to influence repeat visitation and create a world class customer experience.

Duties will include all café allrounder elements from making coffee, presenting food items through to cleaning the Outlet before, during and at the end of each shift.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Teamwork	To work as part of the team and create a fun and friendly environment	All tasks are completed to the agreed standards
Customer Service	Provides exemplary customer service in line with Department USU service standards  Reports customers' suggestions or complaints to Outlet Coordinator / Supervisor  Fully aware of daily menu and current products so that customer queries can be answered satisfactorily	Positive feedback from customers  Customer feedback reported accurately and quickly  Customer queries about menu and products are quickly and accurately answered  All current promotions are known and communicated to customers
Adherence to Outlet	Ensure the outlet is open in accordance with listed operation times	Organisational and Department policies and

Standards & Procedures	<p>Ensure all products are made to specification and represent quality and freshness</p> <p>Ensure the outlet is well presented at all times</p> <p>Ensure outlet is kept fully stocked at all times in accordance with the procedure manual and specifications</p>	<p>procedures adhered to at all times</p> <p>Clean the Outlet and displays products according to procedure</p> <p>Stock levels maintained according to department standards</p>
Cost Control	<p>Ensure correct portion weights are monitored</p> <p>Outlet Coordinator / Supervisor advised of stock levels and controls</p> <p>Assist in completion of daily order sheets where necessary</p> <p>Record wastage as required</p> <p>Identify and provide feedback to Outlet Manager of poor selling products</p>	<p>Stocktakes are within reasonable variance</p> <p>Stock levels and controls are reported accurately</p> <p>Store is fully stocked in accordance with agreed planograms / merchandising layouts</p>
Compliance	<p>Comply with Organisational, Departmental and Legislative Work Health and Safety requirements</p> <p>Work completed in compliance with HACCP process and procedures</p> <p>Cash handling procedures complied with</p> <p>Personal hygiene and presentation is of a high standard and in line with USU policies and procedures</p> <p>Opening &amp; closing of Outlet/s is conducted in line with Organisational procedures</p>	<p>Minimum of incidents in area, all incidents/near misses reported before completion of shift</p> <p>HACCP processes and forms are completed accurately</p> <p>High standard of personal hygiene demonstrated at all times</p> <p>Cash Handling procedures complied with. Variances are within responsible range</p> <p>Outlet operating procedures complied with</p> <p>Outlets are correctly opened and closed</p>
Work Health & Safety (WHS)	<p>Conduct all work in a safe manner</p> <p>Comply with all WHS policies, procedures and instructions</p> <p>Report all incidents and hazards immediately to Supervisor and Human Resources Department</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>

	Use and maintain safety devices and personal protective equipment correctly	
Demonstrate commitment to the department and USU as a whole	Shows a willingness to assist others – both within own department and in other areas  Forthcoming with ideas  Performs other reasonable duties as requested by Supervisor  Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner	Responsive to requests  Willing to assist in times when the area is short staffed  Attends and interacts constructively at meetings  Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements  All interactions are professional, respectful, polite and courteous

Essential Criteria

- At least 1 years' demonstrated experience in a fast paced, customer experience focused food environment (café / restaurant / hotels) and experience working with a POS system
- At least 1 years' experience working with commercial coffee machines in a high volume environment (using at least 5kgs of beans per day) and a passion for coffee
- Food preparation experience and/or sandwich making experience
- Demonstrated cash register and cash handling/EFTPOS experience
- Strong level of verbal and written communication skills
- Demonstrated ability to build relationships with a variety of customer types
- Excellent personal presentation
- Flexible 'can do' attitude towards work
- Able to move between USU Outlets as required

Desirable Criteria

- Current Responsible Service of Alcohol (RSA) photo card and certification
- Experience in opening and closing Outlet/s
- Conversant with the BEPOZ point of sale system
- Knowledge of cost control and stock control
- Experience in the preparation and delivery of high volume coffees, smoothies, juices and salads
- Understanding of HACCP procedures or food safety programs
- Current Food Safety Certificate

Physical Requirements

Required frequently: standing, bending, reaching, scooping

Required occasionally: walking, kneeling, squatting, lifting, lifting up to 15 kilograms

Compiled by: People & Culture Manager Date: Oct 2016

Authorised by: People & Culture Date: Oct 2016

Current Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_