**Job Description for Café Assistant**

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| **Title** | **Café Assistant** |
| **Reporting to** | Café & Functions Manager & Mentor |
| **Liaises with** | Chef and customers |
| **Hourly rate** | $23.21 to $24.74, depending on skills and experience, plus casual loading |
| **Level** | 1.1 to 1.3 |
| **Industrial Agreement** | Julalikari Enterprise Agreement 2012 |
| **Type of Position Hours of work** | Casual – work hours depend on demand to meet operational needs  7:00am to 2.00pm Tuesday to Friday and 8:00am to 2:00pm Saturday  Additional hours by arrangement when functions are held after hours |
| **Position Summary** | The Café Assistant assists with the daily running of the café, delivering food to various sites with the smoko truck and other associated duties under the direction of the Café and Functions Manager & Mentor |
| **Essential Criteria** | 1. Demonstrated skills being comfortable working with the public, able to initiate conversations and provide a sincere welcome. 2. Demonstrated skills in being well organised and an efficient team player, with a strong sense of cleanliness, discipline and urgency when café is busy and functions need to be catered for. 3. Demonstrated understanding of being a team player, willing to learn and share knowledge and take instruction in a demanding environment. 4. Ability to learn quickly and grasp a comprehensive understanding of the menu and have a keen interest in food and drink. 5. Knowledge of till operation and cash handling, and associated reputation for honesty. 6. Excellent standards of personal hygiene and professional presentation. 7. Have a reputation for reliability and willingness to work overtime or after hours in supporting various private and public functions. |
| **Desirable Criteria** | 1. Previous experience working in a hospitality environment 2. Barista experience 3. Food handling certificate |
| **Key Attributes** | 1. Ability to follow Standard Operating Procedures and instructions 2. Punctuality and sound organisational skills in a busy hospitality environment 3. Willingness to learn and share knowledge and skills with the team 4. Ability to work autonomously and within a team as needed 5. High level positive customer service etiquette 6. Attention to detail 7. High level understanding of safe work practices to ensure public safety at all times and colleagues in a busy kitchen 8. Possess a reputation for honesty in dealing with people, money and produce |

**Position Description – Café Assistant – Key Performance Indicators**

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| **Café Assistant** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
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| **General** | |
| Demonstrated positive customer service in various settings while securing goods for sale | Maintain café/smoko truck security and control access, including when busy on various sites |
| Keep café/smoko truck clean and well maintained | Café and smoko truck is clean and maintained at all times |
| Follow opening and closing procedures | Demonstrated compliance with standard operating procedures |
| Serve customers using POS and EFTPOS terminal | Confident in the use of these and able to teach others |
| Be accountable for all tasks required to be performed and support team members to produce quality work in all functions | Demonstrated responsibility for completing tasks and supporting others, especially when working for internal and external functions |
| Safe equipment use and compliance with safety standards at all times | Demonstrated understanding of safe equipment use and reporting incidents in the workplace |
| **Teamwork** | |
| Develop positive working relationships with co-workers and customers | Demonstrated effective relationship in all areas of work |
| Work within JCAC culture and values | Demonstrated compliance with organisational values and promoting positive JCAC culture |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working | Being reliable and honest, working in a positive way with colleagues and dealing with conflict in an effective manner as per JCAC policy |
| **Training** | |
| Attend training on the job and off the job as requested | Attend paid and unpaid training |
| **Work Health & Safety** | |
| Follow all work health & safety policies and procedures | Wear appropriate clothing and closed in, non-slip footwear  Report incidents as per policy and procedure  Making suggestions for safer work practices  Wearing any PPE provided at all times |

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| **Document ID** |  |
|  |  |
| **Version** |  |
| **Review Date** | Dec 2022 |