



Position Description – Canteen Attendant

Reports To: Operations Administrator

Position Type: Casual

Overall Objective:

This is customer service position, your role is to represent Keilor Basketball Association (KBA) and ensure the health and safety and enjoyment of all participants, including players, coaches, referees and spectators.

Qualifications:

- Food Handling Certificate (necessary)
- Level 1 First Aid, CPR and defibrillator (necessary)
- RSA (Responsible Serving of Alcohol)
- Current employee Working with Children Check (necessary)
- Experience in complaint handling/conflict management (preferred)
- Satisfactory completion of facilitated training as directed by KBA

Responsibilities (Canteen Specific):

- Make coffee and tea using specialist equipment provided
- Assist with food preparation
- Keep all shelves and fridges clean and fully stocked
- Ensure that all areas are stocked and tidy to deliver a full service
- Take note of any stock that needs ordering
- Clean and wipe down machines at end of shift
- Ensure food is served at the correct temperatures and portion size
- Project a professional image to all internal and external customers by maintaining dress code and correct grooming
- Ensure that the correct close down procedure is followed, everything left clean, tidy and secure and ready for the next day's trade

Other Responsibilities:

- Maintain a clean, tidy and safe working environment
- Provide support to customers as necessary

- Manage any disputes/complaints as they arise in the appropriate manner and report to manager

Health and Safety

- Ensure all accidents/incidents within Canteen are recorded correctly
- Ensure the health and safety of all participants
- Use the correct handling and lifting procedures
- Ensure all tasks are carried out in accordance with the canteen's health, hygiene, quality and safety standards.

Customer Service

- Serve all food from the counters using correct tools and presentation techniques
- Should be friendly and approachable
- Should be personable to deal with customer queries and requests
- Promote customer care through all actions and behaviours

Occasional Duties

- To undergo training courses and attend meetings when necessary.
- To be prepared to challenge and adopt new work methods and procedures to ensure the smooth running of the Association
- To carry out any reasonable management request

Potential available hours of work are as follows:

- Friday 6pm – 11pm
- Saturday 7am-6pm (split shifts)
- Sunday Afternoon – season dependant
- Other times may be available season dependant

It is the intention that this job description is seen as a guide to the major areas and duties for which the job holder is accountable. However, the business may change, and the job holder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent and definitive statement.

Interested applicants can send their resume, along with a cover letter to Terri Sutton at terri.sutton@keilorbasketball.com.au