

POSITION DESCRIPTION



Position Title:	Bar/ Wait Staff	Position Number:	GC-2
Department:	Council Businesses and Property	Accountable to:	Food and Beverage Coordinator
Responsible for the supervision of: No direct/indirect supervisory responsibilities			

Primary purpose of the position	This position will deliver friendly, efficient customer service to create a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers. Providing efficient service of food and drink to our customers to the standards expected by the City of Kalgoorlie Boulder.		
Key accountabilities	<ol style="list-style-type: none"> 1. Serve and present beverages and meal orders with excellent customer service at all times. 2. Keep the bar area and front of house clean and tidy at all times, including mopping floors, vacuuming, table clearing and wipe down, including verandah areas. 3. Ensure all areas are clean and tidy at all times including windows and glass doors . 4. Clean Fridges, Coolroom and shelves as required. Keep all fridges stocked and rotated 5. Carry out duties to set up functions and carry out general service at functions 6. Drinks cart service and stocking as required 7. Ensure that the outdoor BBQ area is clean and tidy at all times 8. Adhere to all <i>City of Kalgoorlie-Boulder</i> policies and procedures, and ensure personal safety at work and that of others; 9. Other accountabilities and responsibilities as directed by the <i>Golf Course Coordinator</i> and/or <i>Executive Manager Council Businesses and Property</i>. 		
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes. 		
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Demonstrates great customer service attributes >90% of time by greeting them in a friendly manner and provides service that is a positive experience for the customer and is measured by customer satisfaction / complaints. 2. Average response time for customer enquiries and orders is less than 10 minutes 3. Manages own work and uses initiative in ensuring tasks are completed in a timely manner. 4. Is an effective team member that supports the overall team objectives, is reliable and accountable >90% of time. 5. >90% accuracy with orders and customer enquiries. 		
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Responsible Service of Alcohol Certificate (RSA) 2. Ability to work in and contribute to a team environment 3. Excellent motivation, communication and interpersonal skills with a customer service focus 4. Current satisfactory National Police Clearance; 5. Current WA "C" Class driver's licence. 		
City of Kalgoorlie-Boulder Values	<p>Trust Loyalty Integrity Passion</p> <p><i>The City of Kalgoorlie-Boulder promotes a workforce of passionate people, loyal to the organisation, colleagues and the community. Our people are held as our primary asset and integrity and trust is the foundation of our culture.</i></p>		
City of Kalgoorlie-Boulder Qualities &	Customer Service	courteous, helpful, professional, effective, timely and accurate advice, desire to exceed customer expectations, responds calmly to difficult situations	

Behaviours	Initiative	applies good judgement in completing tasks, anticipates requirements without prompt, considers how to improve customer service
	Teamwork	co-operative, supportive, helpful, positive attitude, contributes, adaptable, flexible
	Communication	clear, concise, gains rapport, engaging, willing to help others
	Reliability	delivers on work deadlines without prompts, plans around schedules and work demand
	Accountability	responsible for decisions, actions, performance and resulting consequences; delivers quality outcomes in accordance with Council strategy, operations, policies and procedures

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

We, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name
(please print):

Employee Signature:

Date:

Position COA Number: 65890