

POSITION DESCRIPTION

Position Title: Bar/ Wait Staff	Position Number: GCBAR
Department: Corporate and Commercial – Golf Course Admin	Accountable to: Senior Officer Golf Course Events
Level and Step:	Salary Range:
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 our customers, with the key aim of retaining and attracting new customers. Maintain a high level of cleanliness throughout the restaurant and bar in accordance with the health and safety act.	
Key accountabilities	<ol style="list-style-type: none"> 1. Always serve and present beverages and meal orders with excellent customer service. 2. Always keep the bar area and front of house clean and tidy, including mopping floors, vacuuming, table clearing and wipe down, including verandah areas. 3. Ensure all areas are always clean and tidy including windows and glass doors. 4. Clean Fridges, Cool room 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 always clean and tidy. 8. Adhere to all City of Kalgoorlie-Boulder policies and procedures and ensure personal safety at work and that of others. 9. Other accountabilities and responsibilities as directed by the Coordinator Golf Course and/or. Senior Officer Golf Course Events 	
Judgement & decision making	<ol style="list-style-type: none"> 10. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 11. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 12. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 13. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 14. Apply knowledge and skills to ensure consistent quality outcomes. 	
Outcomes / Key Performance Indicators (KPI's)		
Skills, knowledge & capacity	<ol style="list-style-type: none"> 15. Responsible Service of Alcohol Certificate (RSA) 16. Ability to work in and contribute to a team environment. 17. Excellent motivation, communication, and interpersonal skills with a customer service focus 18. Current satisfactory National Police Clearance. 19. Current WA "C" Class driver's licence. 	
City of Kalgoorlie-Boulder Values	Support	We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.
	Respect	We will treat our team members and our community with mutual respect and understanding.

	Fun	We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.
	Recognise	We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.
	Connect	We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.

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.

I, 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: _____

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