



## POSITION DESCRIPTION

**Position title:** Team Member

**Department:** Operations

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

**Supervises:** Nil

**Employment type:** Casual

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

**Conditions:** Up to 38 hours per week;  
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 USU Venues, using exceptional customer service skills to influence repeat visitation and create a world class customer experience.

This is a varied role, which includes the ability to work at our retail outlets, working as a café/restaurant all-rounder, in our bars or as part of our events team, which includes the service of food and beverage in compliance with legislative and regulatory requirements through to cleaning the venue 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  To work across all USU operations locations (F&B, Retail, Bars and as part of our events team) when required	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	Positive feedback from customers  Customer feedback reported accurately and quickly  Customer queries about menu and products are quickly and accurately answered

	Fully aware of daily menu (when applicable) and current products so that customer queries can be answered satisfactorily	All current promotions are known and communicated to customers
Adherence to Venue Standards & Procedures	<p>Ensure the venue is open in accordance with listed operation times</p> <p>Ensure all products are made to specification and represent quality and freshness</p> <p>Ensure the venue is well presented at all times</p> <p>Ensure correct portion weights are monitored</p> <p>Ensure venue is kept fully stocked at all times in accordance with the procedure manual and specifications</p>	<p>Organisational and Department policies and procedures adhered to at all times</p> <p>Clean the Venue and displays products according to procedure</p> <p>Stock levels maintained according to department standards</p>
Cost Control	<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 / damaged stock 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>Provide a copy of their RSA, or keep with them at all times a new photo card RSA</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>Venue operating procedures complied with</p> <p>Venues are correctly opened and closed</p>

		Customer feedback reported accurately and quickly
F&B / Bars Specific	<p>Drinks must be served to industry standard, including serving sizes and maximum alcohol limits per drink</p> <p>To comply with all venue service standards, controlling wastage when pouring beers, using nip pourers or ETN's when available, adhering to wine glass measurements</p> <p>Ensure correct portion weights are monitored (F&amp;B Specific)</p> <p>Opening &amp; closing of venue/s is conducted in line with Organisational procedures</p> <p>Presentation and service of beverages to USUeats standards</p> <p>Ensure the responsible service of alcohol as per Liquor Act and Alcohol Policy as required</p> <p>Comply to House Policies and be aware of all license restrictions</p>	<p>Liquor Act, License conditions and Alcohol Policy complied with</p> <p>Personal RSA certification is up to date and renewed before it expires, with copies provided to USU when renewed</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 People &amp; Culture Department</p> <p>Use and maintain safety devices and personal protective equipment correctly</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p>

		All interactions are professional, respectful, polite and courteous
--	--	---

Essential Criteria

- At least 1 years' demonstrated experience in a fast paced, customer experience focused environment (café / restaurant / hotels / retail outlet) and experience working with a POS system
- 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 Venues as required
- *Bar Specific* - Current Responsible Service of Alcohol (RSA) photo card and certification
- *F&B Specific* - 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

Desirable Criteria

- Experience in opening and closing Venue/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
- Food preparation experience and/or sandwich making experience
- 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: March 2021

Authorised by: Operations Manager - F&B Date: March 2021

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