

## POSITION DESCRIPTION

<b>Position title:</b>	Team Member
<b>Department:</b>	Operations
<b>Reporting to:</b>	Venue Manager/ Outlet Manager / Outlet Coordinator / Outlet Supervisor
<b>Supervises:</b>	Nil
<b>Employment type:</b>	Casual
<b>Classification:</b>	Level 1.1 Higher Education Industry – General Staff Award 2010
<b>Conditions:</b>	Up to 38 hours per week; May include some weekends and nights as dictated by business requirements

### POSITION 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 all-rounder, 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	<p>To work as part of the team and create a fun and friendly environment</p> <p>To work across all USU outlets (F&amp;B, Retail and Bars) when required</p>	All tasks are completed to the agreed standards
Customer Service	<p>Provides exemplary customer service in line with Department USU service standards</p> <p>Reports customers' suggestions or complaints to Outlet Coordinator / Supervisor</p> <p>Fully aware of daily menu (when applicable) and current products so that customer queries can be answered satisfactorily</p>	<p>Positive feedback from customers</p> <p>Customer feedback reported accurately and quickly</p> <p>Customer queries about menu and products are quickly and accurately answered</p>

		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> <p>Customer feedback reported accurately and quickly</p>
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	Shows a willingness to assist others – both within own department and in other areas	Responsive to requests

department and USU as a whole	<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>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> <p>All interactions are professional, respectful, polite and courteous</p>
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This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

#### 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

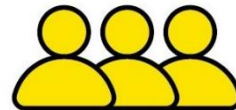
## OUR VALUES



Respect



Innovation



Collaboration



Honesty

## TEAM STRUCTURE

Head of Hospitality  
Operations

Area Manager

Outlet Manager

Outlet Supervisor

Casual Team  
Members

Compiled by: Operations Manager Date: June 2023

Authorised by: People & Culture Date: June 2023

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