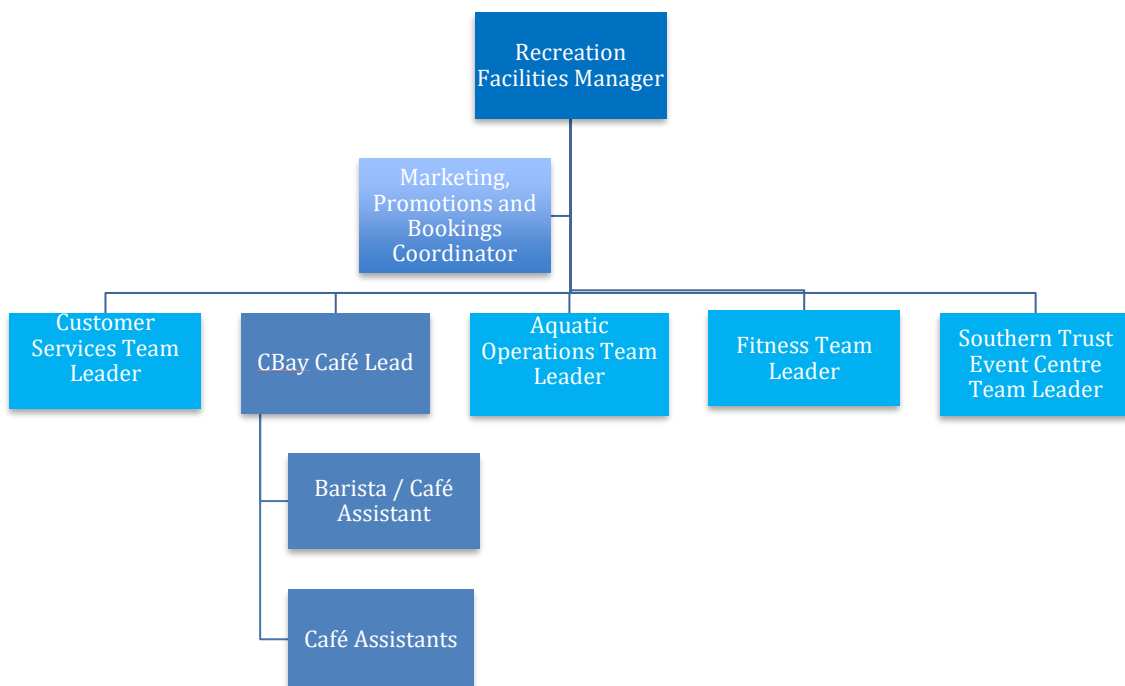


Position Description: Café Assistant

Business Group	Community Services
Reports To	Café Team Leader
Direct Reports	Nil
Date	March 2024
Budget Responsibility	Nil
Financial Delegation	Nil

Business Group Structure



Vision

Timaru District Thriving Together

Business Group Purpose

The Community Services group encompasses Council’s Recreation and Cultural Facilities and Customer Services, User Experience, and Community Engagement portfolios.

The Community Services Group encompasses the Art Gallery, Museum, Libraries, and Recreation Facilities at Council and plays a key role in the delivery of recreation, cultural, and heritage services to the community to support the Council’s delivery of community outcomes and wellbeing’s.

This Group is responsible for leading the delivery of user experience and communications to all users of Council services, district residents, and ratepayers to support the delivery of community wellbeing’s under the Local Government Act 2002.

In addition, the Community Services Group is responsible for the delivery of community initiatives, development and delivery of user experience initiatives, events, and services that support various strategic Council objectives and goals including a number of longer-term capital expenditure projects and community engagement initiatives.

Purpose of the Position

The purpose of the Café Assistant position is to create repeat business by helping to provide the best coffee in town, serving delicious café food and delivering outstanding customer service to our CBay Café customers every day. The position will support the effective and efficient running of CBay Café, ensuring that CBay Café is a destination of choice for coffee and food for all customers using the facility.

Key Relationships / Customers

External	Internal
Members of the public	All CBay Management and Staff
Contractors, vendors and suppliers	All TDC Staff

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. Greet all customers with a friendly smile, take pride in our goal to provide the best coffee and fresh food in town whilst building great relationships with our customers.
2. Serve customers in a pleasant, courteous and timely manner.
3. Keep the front of house and the kitchen area clean, sanitised and tidy.
4. Operate the Point of Sale cash register, taking orders and processing sales in a timely and error free manner.
5. Ensure that all food and beverages are presented and served to a consistently high standard as per your induction and training.
6. Assist with the preparation, baking, cooking of café food and customer orders for front of house and catering, as and when required.
7. Assist with ordering supplies, rotating stock correctly and advising when stock is getting low so replacement stock can be ordered in a timely manner.
8. Check all inwards goods and deliveries have been correctly delivered, are in good condition and are checked off against the packing slip. Goods are stored away in the appropriate manner and paperwork filed correctly.
9. Assist in the keeping of accurate daily records of prepared food, wastage, daily, weekly and monthly cleaning tasks, and food and refrigeration temperatures as outlined in the Food Control Plan & Daily Diary.
10. Ensure the entire café environment is clean, pleasant and welcoming for all of our CBay Café customers.
11. Assist in the set-up (café open), set down (café close) and general cleaning of the café and kitchen according to the daily, weekly and monthly task sheets as required and as outlined in the Food Control Plan.
12. Clear tables, wash up and sweep floors as required.
13. Report maintenance or cleaning issues to the Marketing and Sales Team Leader.
14. Be an enthusiastic and supportive team member, contributing to the team in a positive manner, and treating all colleagues with courtesy and respect.
15. Fully comply with all Health and Safety Hygiene regulations at all times.
16. Actively engage in setting own goals and objectives.
17. Assist with other duties as reasonably required by the Barista / Café Assistant and/or Marketing and Sales Team Leader.
18. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.

19. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
20. To be actively involved in Civil Defence Emergency Management when required.
21. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
22. To live the CBay be PROUD mission, vision and values.
23. Commitment to the principles of the Treaty of Waitangi.

Delegations

Delegation are set out in the Timaru District Council Delegations Manual.

Formal Qualifications / Training / Experience

Minimum Qualification	NCEA Level 2.
Desired Qualification	NZQA Level 2 in Hospitality.
Minimum Experience	6 months Front of House (FOH) café experience.
Desired Experience	12 months plus café experience

Key Competencies / Skills / Knowledge

- Achieved the Food Safety and Hygiene certificate.
- Top-notch customer service, willing to go the extra mile for our customers every time.
- Ability to remember customers' orders, build repeat business with your exceptional customer service skills.
- Excellent interpersonal skills with the ability to relate to a diverse range of internal and external stakeholders at all levels.
- Exceptional communication skills, both written and oral, with strong attention to detail.
- Ability to deal with difficult customers in a professional manner using positive conflict resolution skills to achieve satisfactory outcomes.

- Ability to work under pressure.
- Exceptional ability to work well in a team environment.
- Effective use and management of resources (people, money, time).
- Good levels of literacy, numeracy, and cash handling skills.
- Self-motivation and high energy.
- Great attitude.
- High level of honesty, integrity, confidentiality and a trustworthy manner.

Other Requirements

- When necessary required to work outside normal hours.

Recreation Facilities Manager

Café Assistant

Date

Date