



SHIRE OF
MERREDIN
INNOVATING THE WHEATBELT

POSITION DESCRIPTION

MRCLC Grandstand Bar and Restaurant Casual

- 1. TITLE and POSITION NUMBER:** Casual (MRCLC), position number 068
- 2. LEVEL:** Level 3 – as per the [LGIA 2020 \(WAIRC\)](#) a registered Agreement with the WA State Industrial Commission (01/01/2023)
- 3. TERM:** Casual
- 4. DEPARTMENT/SECTION/LOCATION:** Merredin Regional Community & Leisure Centre (MRCLC)
- 5. HOURS:** Shire employees located at the Merredin Regional Community Leisure Centre work up to a 38-hour week, within the span of hours 5.00am to 11.00pm Monday to Sunday. This is dependent on the programming of events, activities and competitions, and rostering may vary from time to time.
- 6. POSITION OBJECTIVES**

To provide efficient customer service to the general public, community members, sporting groups and external organisations throughout the Shire of Merredin and Wheatbelt region.

7. REQUIREMENTS OF THE POSITION

7.1 KNOWLEDGE and SKILLS

Knowledge:

- Basic knowledge of Food Safety Standards
- Basic knowledge of Point-of-Sale Systems
- Work Health and Safety Awareness

Skills:

- Well-developed time management and organisation skills.
- Cash handling, including correct reconciliation and balancing.
- Initiative and enthusiasm.
- Ability to work in a team environment.
- A customer-centric mindset with a commitment to delivering outstanding customer service and a passion for creating memorable guest experiences.
- Excellent communication and interpersonal skills, with the ability to build rapport and maintain positive relationship with guests, staff and vendors.
- Attention to detail and the ability to multitask, prioritise and work under pressure in a fast-paced environment.

8. KEY DUTIES/RESPONSIBILITIES

Bar:

- Prepare alcoholic or non-alcoholic beverages for patrons in accordance with Australian standards.
- Assess customers' needs and preferences and make recommendations.
- Check customers' identification and confirm it meets legal drinking age.

- Take food and beverage orders from customers.
- Follow directions from the employer regarding customer treatment and service.
- Keep an accurate record of beverages in the register system.
- Serve snacks to customers on request.
- Respond to questions from customers in a friendly and professional manner.
- Ensure legislative requirements are upheld in regard to Responsible Service of Alcohol.
- Ensure that the bar and restaurant is kept tidy and clean.
- Restock and replenish the bar inventory and supplies.
- Collect empty glasses after use by customers.
- Assist with the set-up of functions as required.

Kitchen:

- Cleaning all dishes, workstations, cooking equipment, and food storage areas in an accordance with food safety regulations.
- Washing, chopping, shredding, and grating ingredients for subsequent use by the Cook.
- Sweeping and mopping floors, as required.
- Assisting with unloading deliveries.
- Storing ingredients according to prescribed food safety regulations.
- Assisting with the monitoring of inventory.
- Reporting all damaged or faulty equipment to the Grandstand Bar and Restaurant Coordinator.
- Packaging customers leftover food upon request.
- Disposing refuse on a regular basis.
- Safely use kitchen equipment and appliances.

*Please note this is not an exhaustive list and other activities may be required.

9. ORGANISATIONAL RELATIONSHIPS

Responsible to: Coordinator Grandstand Bar & Restaurant

Supervision of: Nil

Internal and External Liaison:

Internal:	Chief Executive Officer Executive Manager Strategy and Community Recreation and Aquatics Manager Other Staff and employees
External:	Councillors Community and Sporting groups Ratepayers / Residents Various Business Organisations Government Departments Local Government Agencies

10. EXTENT OF AUTHORITY

Operates under the direction of the Grandstand Bar and Restaurant Coordinator within established guidelines, procedures, and policies of Council as well as statutory provisions of the *Local Government Act 1995* and all other relevant legislation.

Operates in accordance with delegated authority as assigned by the Chief Executive Officer.

11. SELECTION CRITERIA

Essential

- High level personal appearance.
- Ability to develop and maintain co-operative relationships with staff, volunteers, and patrons.
- Well-developed verbal and written communication skills
- High level of customer service experience
- Cash handling experience.
- Point of Sale experience.
- Ability to obtain National Police Clearance.

Desirable

- Current Responsible Service of Alcohol (RSA) Certificate (will be required if working behind the bar).
- Approved Managers Certificate.
- Experience working in a similar field.
- Food Safety Certification (will be required if working in the kitchen).

12. CONDITIONS OF EMPLOYMENT INFORMATION

- The Officer will be required to provide a satisfactory National Police Clearance.
- Annual Leave will apply in accordance with the indicated Award of this position.
- Uniforms to be provided in accordance with Shire Policies.
- Superannuation will be paid to your nominated super fund as per the Superannuation Guarantee Legislation and relevant Shire Policies.
- All staff must understand and comply with the Shire of Merredin Staff Induction, Code of Conduct, Policies, Procedures and Protocols.
- All employees are required to contribute to a culture of safety and take reasonable care for the physical and psychological health and safety of themselves and others at work.
- All employees are covered by, and are expected to comply with, the Work Health and Safety Act 2020 and Work Health and Safety (General) Regulations 2022 along with the Shire's Work Health and Safety Policy.
- All other conditions in accordance with the indicated Award/ Agreement of the position and must comply with the [Industrial Relations Act 1979 \(WA\)](#) and the [Minimum Conditions of Employment Act 1993 \(WA\)](#).

NOTE: All parties are to sign and date the areas provided to indicate their mutual agreement of the requirement of this position.

<i>Current Incumbent</i>	Incumbent Signature:	Date:
<i>Current Manager</i>	Manager Signature:	Date:
<i>Chief Executive Officer</i>	CEO's Signature:	Date: