

Annexure A

Position Title	Casual Kiosk/Canteen Assistant
Occupant	<i>TBC</i>
Business Unit	Tennis West – Places to Play
Classification	N/A
Position Reporting to	Manager Places to Play
Employment Status	Casual
Location	Perth
Date	January 2019

1. Position Purpose

The Kiosk/Canteen Assistant is responsible for working as part of a team ensuring exceptional service to Tennis West internal and external customers. The position will be integral to the successful delivery of a kiosk/canteen service that ensures the State Tennis Centre meets the statutory requirements of the International Tennis Federation

2. Reporting and Liaison

- a. Reporting to:**
Manager Places to Play
- b. Positions Reporting to Job Holder:**
N/A

3. Key Relationships

- a. Internal:**
Tennis West Staff, Tournament Officials, Athletes, Event Attendees
- b. External:**
Suppliers

4. Authorities for Decision Making

Nil

5. Key Responsibilities & Performance Measures		
No.	Key Responsibilities	Performance Measures
(i)	Tournament and Events: <ul style="list-style-type: none"> Set up of tournaments and some functions and associated hospitality requirements, including but not limited to: <ul style="list-style-type: none"> Tennis tournaments Staff meetings Seminars/forums Board meetings 	Completed in an accurate and timely manner
(ii)	Facility Management : <ul style="list-style-type: none"> Provide operational support as required to the venue manager Undertake non-routine maintenance and cleaning tasks 	Completed in an accurate and timely manner, to required standards
(iii)	Tournament and Event Logistics: <ul style="list-style-type: none"> Coordination of all tournament/competition preparations for the venue Ordering and management of café stock and supplies Basic kiosk food preparation, presentation and sale High standard barista skills Strong aptitude for till, EFTPOS and money handling Good people skills/customer service 	Preparedness and capacity to work irregular and inconsistent hours Capacity to work unsupervised to deliver a kiosk service on behalf of Tennis West
(iv)	<ul style="list-style-type: none"> Provide administration and operational support to Places to Play and Government Relations Manager and Places to Play Coordinator Opening and closing of the State Tennis Centre as required Assist facility management team with projects and ad hoc duties as required 	
(v)	Environmental, Health and Safety Responsibilities: <ol style="list-style-type: none"> Complies with Tennis Australia's OH&S policies and procedures Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager Participates in meetings, training and other environment, health and safety activities Does not wilfully place at risk the health or safety of any person in the work place Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare Cooperates with Tennis Australia in relation to activities taken by TA to comply with OH&S and environmental legislation. Participate in Return to Work Programs, as required to, across the organisation. 	

6. Knowledge & Skills, Qualifications, Competencies, Behaviour & Attributes

Knowledge & Skills

- Exceptional organisational skills with the ability to meet deadlines whilst achieving quality outcomes.
- Ability to multi-task and work effectively under pressure.

Qualifications

- Qualifications in Hospitality within functions and events.
- Responsible Service of Alcohol or Approved Managers Certificate

Competencies, Behaviours & Attributes

- A neat and tidy appearance at all times
- Effective organisational and communication skills
- Exceptional customer service
- Ability to work flexible hours as required (including weekend work (event dependant))
- Initiative and ability to work to a schedule under time pressure

7. Declaration

I, _____ (full name) acknowledge that I have read and understand the (title) _____ POSITION DESCRIPTION which forms part of my employment contract from the date of issue.

Employee: _____ **(signature) Date:** _____

This Position Description is approved by:

Manager: _____ **(signature) Date:** _____