

Name:	Vacant
Position Title:	Kiosk Attendant
Department:	Lifestyle Sport and Community – Kiosk
Reports to:	Kiosk Team Leader
Supervises:	N/A
Status:	Casual
Classification:	Level 1A.1

Position Objectives

- To provide excellent customer service
- To provide timely execution of tasks
- To process and administer general administration tasks

Position Details

- Use of Links POS and EFTPOS
- Food preparation/cooking
- Ensure Food Safe Handling Guidelines are adhered to
- Keep all areas of the Kiosk clean and tidy throughout the day
- Ensure the outside area/foyer is clean and tidy
- Set up / pack down of Kiosk
- Assist with stock management as required
- Ensure removal of daily waste and recycling
- Ensure all equipment is cleaned and stored after use
- Handling customer enquiries in person and over the phone
- Process casual facilities bookings
- Be an advocate for Council and its activities
- Participate in staff meetings as required
- Other duties as required within employee's skillset

Personal Criteria

Skills

- Excellent time management and organisation skills

- Good customer relations and communications skills
- Ability to work independently or part of a team

Knowledge

- Interpersonal and customer service skills are essential
- Ability to operate POS equipment
- Understanding of WHS procedures

Experience and/or Qualification

- Food and Handling course (online)
- Provide First Aid (preferred)

WHS and Risk

All employees are required to:

- Comply with the work, health, and safety (WHS) legislation, Council policies and procedures and applicable standards
- Take responsible care of their own health and safety and that of others.
- Be able to attend training courses that are job specific
- Attend and complete WHS induction
- Support Council in the development and maintenance of a culture that encourages and promotes a safe and healthy working environment
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Report any injury, hazard, or illness immediately to their supervisor
- Wear and use PPE provided as per instructions when required
- Not wilfully or recklessly interfere with safety equipment
- Conduct and/or participate in workplace inspections as applicable
- Manage and maintain accuracy of contractor documents for their respective departments
- Attend risk and hazard management training as required
- Demonstrate a good understanding of hazards and risks that are applicable to their departments or contractors.
- Have a general awareness regarding recognition of hazards

Special Conditions

- Working With Children check is required
- Available over a 14-day roster

Confidentiality

Security and confidentiality are a matter of concern for all persons who have access to information systems. Each person accessing the Municipal Council of Roxby Downs documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information. Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard:

- Respect the privacy and rules governing the use of any information accessible through the information management system or network, and only utilise information necessary for the performance of work duties
- Respect the procedures established to manage the use of the information management and systems
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with the Code of Conduct for Council Employees
- Do not access, exhibit, or divulge the contents of any records or reports except to fulfil work duties
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, inaccurate or misleading entry in any records or report
- Ensure that documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it
- Understand that all access to systems will be audited regularly

Persons breaching this standard either during or after serving as an employee of the Municipal Council of Roxby Downs may be subject to penalties, including disciplinary action, dismissal or legal repercussions.

Accountability

The incumbent at all times shall reasonably communicate courteously and sensitively with fellow workers, contractors, visitors and the general public.

The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with Roxby Downs Council's Records Management Policy, other related policies, and the State Records Act 1997.

Personnel who undertake duties for higher level positions are accountable for ensuring that in accepting the back-up position, the WHS & legislative requirements relevant to that role are referred to identify all responsibilities that will be required to be undertaken while in the back-up position, to provide ongoing compliance with the WHS Management System.

Personnel with responsibilities influenced by legislation are accountable for identifying and responding to legislative change that includes Act, Regulations, Australian Standards, Code of Practice, Guidelines and Agreements relevant to their position or profession and taking appropriate action to ensure compliance.

Acknowledgement

Job Description authorised by:			
Position:	Group Manager Lifestyle, Sport and Community		
Signature:		Date:	
Job Description agreed by:			
Name:			
Signature:		Date:	