

PUFFING BILLY RAILWAY

Position Description

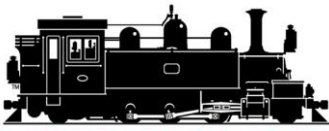
Title:	RETAIL FOOD & BEVERAGE ASSISTANT
Branch:	Commercial Operations Division
Status:	Part Time
Location:	Belgrave
Reports to:	Commercial Manager
Direct Reports:	None
Hours/Days of Work:	5 to 7.5 hours per day, 5 out of 7 days per week
Salary Range:	In accordance with the Restaurant Industry Award 2010 [MA000119]
Travel:	Some travel is required – PBR sites and surrounds as required
Employee/Volunteer	Employee

Job Purpose

The purpose of this position is to assist the Commercial Manager with the day to day operations of the Commercial department in relation to Function, Retail and Food & Beverage areas.

Key Duties & Responsibilities

- Deliver excellent internal and external customer service.
- Merchandise all shops on a regular basis to maximise all sales opportunities.
- Procure materials and supplies for Retail and Food & Beverage areas and receive deliveries.
- Undertake shop assistant duties and cover shifts as required.
- Prepare and dispatch stock orders daily to the Retail and Food & Beverage areas.
- Place orders with suppliers.
- Assist with invoicing through the stock package.
- Regular restocking of products on the shop floor.
- Maintain storerooms.
- Assist with and perform regular stocktakes.
- Assist with events as required.
- Act as the second person to supervise dining train functions regarding set up and pack down.
- Build positive relationships with caterers and entertainers
- Build and maintain individual client relationships in regards to function arrangements.
- Maintain rosters ensuring all shifts are filled and staff are well informed.
- Undertake research and other projects as directed.
- Establish and maintain a culture of quality customer service.
- Build and maintain staff and volunteer job satisfaction.
- Lead, motivate and share knowledge with other staff and volunteers in:
 - Training and development.
 - Skills development.
 - Local food and beverage knowledge.
 - Food handling, Rail safety and OH&S requirements
- Contribute to and participate in continuous professional and organisational improvement.



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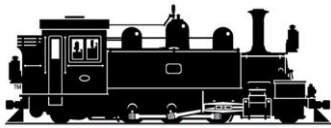
- Knowledge of:
 - Contemporary food, beverage and service trends.
 - Menu ingredients and potential effects in relation to allergies.
 - Bar and refreshment service.
- Adhere to all company values, principles and procedures including:
 - WH&S requirements
 - Rail Safety Management System requirements
 - Puffing Billy's Heritage Integrity
 - Child safe awareness
- Understand and demonstrate support for the company's commitment to a harassment free workplace.
- Participate in performance reviews as required.
- Self-directed learning and development as well as undertaking required training.
- Maintain a professional appearance in the workplace.

Culture:

- Display respect, care and consideration for differing cultural values.
- Be a champion of company culture and lead by example.
- Perform all duties in an appropriate manner that would add value to the brand and respect internal and external customers.
- Be a champion of change and assist the organization where ever possible to ensure change is welcomed and managed effectively.

Key Competencies

- Focus on service excellence, exceeding internal and external customer expectations.
- Cash register and money handling skills
- Demonstrated people skills.
- Medium to advanced skills in Microsoft Excel, Word and Outlook
- Ability to work under pressure and unsupervised.
- Ability to work as team and lead by example.
- Excellent and clearly demonstrated organisational skills.
- Ability to communicate successfully with people of other cultures.
- Ability to maintain confidentiality and to handle issues with sensitivity.
- Flexible and adaptable.
- High energy approach.
- Ability to acquire new skills.
- Initiative and problem solving.
- Effective verbal communication.
- Ability to prioritise and manage own time.
- Literacy and numeracy appropriate to the position.
- Ability to use technology and develop new technology skills.
- Fluency in English language.
- Ability to multi task



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Qualifications & Experience Required

- An understanding of Puffing Billy's history and current business is desirable.
- 5 years experience in a similar role.
- Knowledge of the Tourism and Hospitality industry.
- Current motor vehicle driver's licence (manual).
- Current Responsible Service of Alcohol certificate.
- Experience in food preparation, presentation and delivery of food items.
- Current Food Supervisors Certificate.
- Experience with inventory systems is advantageous.

Key Relationships

- Commercial Manager – Primary Report
- Food & Beverage function staff and volunteers.
- Puffing Billy Railway Executive Management Team.
- Puffing Billy Railway salaried and voluntary workers.
- External suppliers.
- External stakeholders including elected officers and senior management in public and private organisations

Health & Safety

Frequent (occurs 1/3-2/3 of time)

- Manual handling task (0 – 9kg)
- Gripping, holding, clasping with fingers/hands.
- Working on slippery, uneven or moving (on train) surfaces.
- Standing at workstation.

Constant (occurs 2/3+ of time)

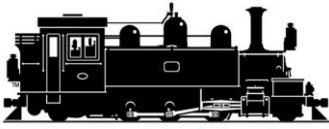
- Hand/arm movement i.e. stacking, reaching, typing and sorting.
- Walking on uneven surfaces.
- Sitting at workstation.
- Responsibility for the safety of others

Additional Notes

- This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation. These extra duties will be discussed between the employee and their immediate Supervisor/Manager and the decision to allocate them will be taken jointly.
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, scheduling time off is not always an option.
- Availability to work weekends, evenings and public holidays is essential.
- Attendance at meetings and some variation to normal hours including early or late starts, weekends, evenings and public holidays may be expected from time to time.

Assessment & Selection Process

- Application based screening against all criteria listed above.
- First and second interview.
- Professional References required



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Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

(Employee)

Signed: _____

Date: _____

(Manager)

Signed: _____

Date: _____

Approved By:	Nadine Hutchins	Date:	16/02/2018
Last Updated By:	April Williams	Date:	16/02/2018