



## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b> Storeperson G3	<b>CLASSIFICATION LEVEL:</b> Grade 3
<b>SCHOOL / OFFICE:</b> Commercial Services - Food & Beverage	<b>DATE POSITION CLASSIFIED/UPDATED:</b> December 2022

*This position is first and foremost with Bond University and although this position is described as operating within a section of the university, it is a fundamental requirement of your position that the best interests of the university must be your priority at all times.*

### **PURPOSE OF THE POSITION:**

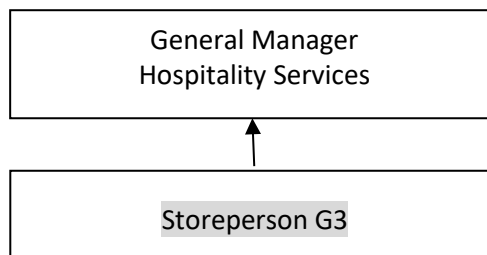
As a Storeperson, you will carry out all aspects of your designated area including customer (internal and external) service. Principles of HACCP and quality assurance are enforced; receiving, issuing and stock control is carried out effectively. Assist the purchasing manager with data processing as required. The cleanliness of the dock is maintained in a hygienic manner at all times. You will be a key element in the overall operation of the food and beverage stores and attention to detail and accuracy is required for the receipting and issuing of goods. All invoices are processed in a timely manner to ensure all weights and quality of goods is ensured. You will supervise, train and develop staff members in your area in conjunction with the Assistant Manager. You will also be an integral player in ensuring guest satisfaction remains a top priority by working as part of a cohesive team or singularly as required to deliver high standards of customer satisfaction.

Your professional conduct and manner will assist in ensuring the position of the Bond University Food and Beverage Division as the preferred venue for students and guests to enjoy professional effective service, great product selection and pleasant safe surroundings. You will ensure that you work within all guidelines, policies and procedures at Bond University in regard to State and Federal legislation for WH&S and health and hygiene and company policies

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role within the Food and Beverage Division, Bond University. You may at times be required to work at other tasks and areas as directed by the Food and Beverage Assistant Manager and the General Manager Food & Beverage.

### **REPORTING RELATIONSHIP:**

This position reports to the General Manager, Hospitality Services.



**ESSENTIAL ATTRIBUTES:**

- Minimum of 12 months in related industry
- Demonstrated Storeperson experience
- Excellent communication skills
- Ability to work singularly or be part of a team
- Carry out manual hands on duties and have a strong understanding of WHS principles
- Ability to exercise sound judgement, problem solve and think laterally
- Strong customer service ethic and skills
- Ability to work under pressure with multi-tasks

<b>COMPETENCY:</b>	<b>RESPONSIBILITY:</b>	<b>PERFORMANCE INDICATORS:</b>
<b>Guest Focus</b>	<ul style="list-style-type: none"> <li>• Ensure you deliver exceptional service that is swift, efficient and friendly and meets the internal and external guest's needs at all times.</li> <li>• Treat problems or potential problems promptly, aiming for minimal guest dissatisfaction</li> <li>• Ensure all interactions with employees and guests are conducted to Food and Beverage Divisions principles of customer service</li> <li>• Continually seek opportunities to enhance quality of service to the employee and guest</li> <li>• Provide friendly, professional and courteous responses to telephone calls in accordance with the F &amp; B divisions standards</li> </ul>	<ul style="list-style-type: none"> <li>• Work to achieve time goals.</li> <li>• Forward any feedback through to the Assistant Manager for action and comments</li> <li>• Attend training as directed</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Support the use of notice boards and staff meetings as an integral communication tool by regularly passing on information</li> <li>• Follow Bond University policies and procedures applying to the workplace and department specifics.</li> </ul> <p>Maximise opportunities to build interpersonal skills and team building relationships.</p>	<ul style="list-style-type: none"> <li>• Attend regular staff briefings</li> <li>• Provide feedback on best methods for the improvement of staff morale and the dissemination of information to the staff</li> </ul>

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
<p><b>Operational Performance and Development</b></p>	<ul style="list-style-type: none"> <li>• Report all maintenance requests and incident to appropriate departments and managers</li> <li>• Maintain pro-activity on all incidents and potential hazards, which can affect the guest/staff at all times by reporting to supervisor.</li> <li>• Ensure the facilities and equipment are maintained to the highest level of cleanliness and hygiene standards</li> <li>• Any problems, which occur in the workplace, are reported to the manager for resolution</li> <li>• Be proactive in advising supervisor/manager when tasks are completed.</li> <li>• Apply occupational, health and safety practices and procedures.</li> <li>• Accurately and effectively respond to emergency and special situations involving equipment, staff and guests.</li> <li>• Maintain all company policies in relation to safety, service, cleanliness, efficiency and presentation.</li> <li>• Ensure correct Food and Beverage handling procedures are adhered to.</li> <li>• Carry out “hands on” manual work on a daily basis to ensure service and facilities are presented to predetermined standards in an efficient and timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Follow check lists for setup, breakdown and cleaning , ensure all task completed are meeting required standards</li> <li>• Pass on to supervisor any OH&amp;S issues in any areas that do not comply with company OH&amp;S standards.</li> <li>• Participate in briefings that may be required for improved operation.</li> <li>• Attend food handling and OH&amp;S training as conducted by Bond University.</li> <li>• Attend meetings and training sessions as required and keep abreast of departments involvement in different areas of Bond University</li> </ul>
<p><b>Financial Awareness</b></p>	<ul style="list-style-type: none"> <li>• Correctly and accurately complete your timesheet, ensuring your times are countersigned by a supervisor.</li> <li>• Suggest, where appropriate, ways of reducing costs/time related activities.</li> <li>• Work to ensure appropriate levels of chemical are used minimizing waste.</li> <li>• Ensure you are aware of your roster regularly checking for changes</li> </ul>	<ul style="list-style-type: none"> <li>• Fill in timesheet accurately, neatly to the predetermined standard as shown at timesheet location.</li> <li>• Advise supervisor of large quantities of wastage.</li> </ul>

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
<b>Team Building</b>	<ul style="list-style-type: none"> <li>• Report staff grievances and complaints to manager for resolution.</li> <li>• Provide effective coaching and counselling for team members.</li> <li>• Demonstrate effective interpersonal skills promoting teamwork.</li> <li>• Provide leadership, motivation and coaching to all staff in the following aspects:               <ul style="list-style-type: none"> <li>• Guest service</li> <li>• Health, safety and cleanliness</li> <li>• Product knowledge</li> <li>• Equipment use and care</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Actively provide feedback, negative and positive, for the improvement of the outlet and department</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>• Complete all Bond University Food and Beverage division training courses relevant for the position.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively follow-up training schedules and other means to improve your skill base within the Storeperson position</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staffs are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>	
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>• Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</li> <li>• Staff is encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>	
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> <li>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action</li> </ul>	

	<p>safety audit results within the directed time frame.</p> <ul style="list-style-type: none"><li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li></ul>	
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