

### JOB SPECIFICATION

#### 1 BROAD PURPOSE OF POSITION

As the Barista, you will be responsible for producing high quality coffee products as per customer orders and specific requests. To enable excellent customer service, this role requires time management and prioritisation to instil a positive experience for each transaction and service. You will also at times be required to support with additional ad hoc duties to support other staff members.

#### 2 OUR VALUES

Adelaide Cemeteries fulfils a special role within our communities. At our heart, we provide essential services and information to help people navigate one of life's most significant and challenging events, death. Our Organisational Values express what Adelaide Cemeteries stands for, the way we present ourselves and our cemeteries, how we work together, make decisions and most importantly, how we treat our customers. It is important that every Adelaide Cemeteries employee "lives and breathes" our Organisational Values.

Our Values are:

**Courageous:** Say what we believe in and be willing to challenge and be challenged.

**Honest:** Be open, transparent and invite constructive feedback.

**Accountable:** Own our actions.

**Respectful:** Feel empathy, be considerate and willing to help.

**Trusting:** Have confidence in the ability of others.

#### 3 REPORTING/WORKING RELATIONSHIPS

Reporting to the Hospitality Team Leader

#### 4 KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

Produce coffee that is of the highest quality

Check coffee quality regularly to ensure consistency of product

Ensure equipment is optimised, adjusted to conditions, and well maintained

Always keep area clean and tidy

Work well in a team environment and train support staff to a high standard

Well organised and detail oriented

### **5 ADDITIONAL ORGANISATIONAL REQUIREMENTS**

- 5.1 Commitment to working flexibly with some out of hours work required
- 5.2 Ability to communicate effectively, interact with co-workers, managers, and public.
- 5.3 Will be required to participate in an approved performance management program
- 5.4 Will be required to participate in relevant trainings to satisfy compliance and health and safety requirements
- 5.5 Will be required to submit police history checks
- 5.6 Commitment to the principles and practices of ethical conduct, equity, and respectful behaviour within the workplace
- 5.7 Continuous improvement and quality assurance
- 5.8 High quality, sensitive customer service delivery standards
- 5.9 A flexible approach to the taking of leave is required
- 5.10 The ability to work calmly under pressure.

### **6 WORK HEALTH SAFETY REQUIREMENTS**

- 6.1 Take reasonable care of the health and safety of yourself and others. You must cooperate with Adelaide Cemeteries in their efforts to comply with Work Health & Safety requirements
- 6.2 You should not undertake any task unless you have been adequately trained and are qualified in accordance with Work Cover and other requirements to undertake the task
- 6.3 Always ensure that you and your fellow employees utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This
- 6.4 obligation applies to each aspect of work to be carried out by all employees and contractors
- 6.5 Immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public
- 6.6 Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to the appropriate worker to ensure that the situation does not recur.

### 7 ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of Adelaide Cemeteries' Environmental Management System by complying with Adelaide Cemeteries' environmental policies and obligations to ISO140001 Environmental Management Systems by taking appropriate action in areas such as:

- 7.1 Supporting Adelaide Cemeteries to fulfil its compliance obligations to protect the environment by preventing or mitigating adverse environmental impacts
- 7.2 Have an awareness and understanding of the requirements of the Environmental Management System
- 7.3 Actively participate in environment awareness training
- 7.4 Make suggestions to Top Management or the EMSC regarding opportunities for continual improvement
- 7.5 Demonstrate commitment with respect to the Environmental Management System and all activities associated with the reduction of Adelaide Cemeteries' greenhouse gas emissions, including but not limited to:
  - 7.5.1 Maximising the diversion of waste from landfill from business operations
  - 7.5.2 Encourage the efficient use of water
  - 7.5.3 Consider the lifecycle perspective of an activity, product, or service
  - 7.5.4 Protection of Adelaide Cemeteries environmental assets
  - 7.5.5 Minimise power requirements whenever possible

### 8 PROCUREMENT

Officers such as administrative staff, team leaders, and senior decision makers with a requirement to procure goods and services, manage contracts and budgets on behalf of Adelaide Cemeteries are required to discharge procurement and contract management duties in accordance with Adelaide Cemeteries' Procurement Framework.

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Employee

.....  
Manager

### PERSON SPECIFICATION

#### QUALIFICATIONS

- **Essential** –
- **Desirable** –

#### KNOWLEDGE, SKILLS, AND EXPERIENCE

##### **Essential**

- Applicable 1 year of coffee making experience.
- Knowledge of the industry with experience working in a similar sized organisation
- Understands coffee & tea regions and the differences in flavors and blends.
- Ability to trouble shoot coffee making equipment.
- Excellent communication skills in writing and verbal.
- A sound understanding of current trends and consumer improvement.
- Ability to multi-task and work under pressure
- Persistent approach to time management
- Elevated levels of enthusiasm, energy and resourcefulness

### KPIS

	Performance indicator	Period	Measurement
1	Product	6 Months	Maintain the highest quality and consistency in product standards. Ensure that all products are placed in their designated area, conducting a daily audit to ensure stock maintained throughout the day. Extend product knowledge and review skills and training when applicable.
2	Use of equipment	6 Months	Use the company coffee equipment as per manual. Maintains equipment to ensure lifespan. Partake in a thorough clean and maintenance review for all equipment used daily.
3	Cleanliness	6 Months	Keep machine, additional equipment, inventory, and coffee area clean and tidy at all times.
4	Personal	6 Months	Always have a neat personal appearance with a high level of personal hygiene.
5	Communication	6 Months	Professional communication style, to build rapport, being personable and retrieve positive responsiveness from customers at all times. Ensure that all interactions are always of a professional manner, managing customer queries within a timely and effective manner.
6	Money and point of sale	6 Months	Able to use point of sale software and is able to cash off tills with correct balances.
7	Beverage Service	6 Months	Constantly building on knowledge of coffee and origins. Review all products and ensure that beverage menu is up to date with trend and effective in maximising sales.
8	Service	6 Months	Ensure orders are taken correctly and within a reasonable time frame. Ensure to provide exceptional customer service aligned with business standards.