



POSITION DESCRIPTION: Barista/Cafe All-rounder

ORGANISATIONAL VALUES

Respect / Integrity / Results

THE ROLE

Position: Barista/Cafe All-rounder

Reporting to: Head Cook & Operations Manager

Direct Reports: N/A

Lateral Relationships: Nature Guide, Visitor Experience Officers, Administration and Bookings Coordinator

Position type: Casual

Term: Ongoing

Award: Amusements, Events and Recreation Award 2020

Remuneration: Grade 2, or dependent on experience

Commencement: TBC, preferably as soon as possible

POSITION DESCRIPTION: BARISTA / CAFE ALL-ROUNDER

Position Purpose

The Barista / Cafe All-rounder is responsible for delivering exceptional dining experiences for Wildlife Wonders visitors during the busy summer season. This role focuses on preparing high-quality coffees and beverages while occasionally assisting with the preparation of a simple, wholesome menu that highlights local produce. Reporting to the Head Cook and Operations Manager, the Barista ensures smooth daily operations and exceptional customer satisfaction in the Emu Café.

Key Duties and Responsibilities

Food and Beverage Preparation:

- Expertly prepare and serve high-quality coffees and other beverages.

- Assist in the preparation of a simple, wholesome menu, maintaining consistency and quality.

Customer Service:

- Deliver outstanding service in line with Wildlife Wonders' Customer Service Charter.
- Maintain a welcoming and positive dining environment for all visitors.

Hygiene and Food Safety:

- Ensure compliance with Food Safety standards in all areas of the café.
- Perform general cleaning duties to maintain the café's cleanliness and presentation.

Team Collaboration:

- Work closely with colleagues to foster harmony and team effectiveness.
- Contribute to a supportive and collaborative workplace culture.

Operational Support:

- Monitor and maintain stock levels of fresh produce and dry store ingredients, reporting to the Head Cook and Operations Manager as needed.
- Report faults, maintenance, and repair requirements promptly.

Compliance:

- Follow Wildlife Wonders' sustainability guidelines and suggest improvements to ensure industry-leading standards.

Key Selection Criteria

Essential Skills and Experience:

- Demonstrated barista experience (minimum 6 months preferred).
- Strong passion for quality food, beverages, and exceptional customer experiences.
- Excellent interpersonal and communication skills.
- Proven ability to work effectively as part of a team and under pressure.

Desirable Skills:

- Experience in basic food preparation or a similar café environment is highly valued.
- Familiarity with sustainable practices and local produce.

Personal Attributes:

- Resilience and adaptability in a fast-paced, high-pressure environment.
- Enthusiasm for wildlife, conservation, and ecotourism values.

Other Position Requirements

- **Physical Demands:**
 - Ability to stand, move, and work for extended periods indoors and outdoors.
 - Capability to lift and transport boxes of food, packages, and light furniture.
 - Sufficient physical fitness to perform manual handling tasks in a café setting.
- **Seasonal Availability:**
 - Flexibility to work during the busy summer season, including weekends and public holidays.