

# POSITION DESCRIPTION

## WEST BEACH PARKS

### Position Description

## CUSTOMER EXPERIENCE SUPERVISOR – FOOD AND BEVERAGE

### POSITION

<b>Position Title:</b>	Customer Experience Supervisor – Food and Beverage
<b>Department:</b>	Food and Beverage
<b>Responsible To:</b>	Food and Beverage Team Leader
<b>Classification Level:</b>	4

### POSITION PURPOSE

<b>Primary Purpose of Role:</b>	To deliver exceptional customer service at all times, upholding West Beach Parks Customer Standards and ensuring a consistent high-quality customer experience while actively driving sales and maximising food and beverage revenue. This role leads the daily operations of The Shack, providing hands-on supervision, guidance, and coaching to The Shack team to ensure service excellence and strong commercial performance. Additionally, it supports the Food and Beverage Team Leader in the effective delivery of food and beverage management initiatives, including The Food Truck.
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## ABOUT WEST BEACH PARKS

### Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

### Our Purpose:

To care for and enhance West Beach Parks for current and future generations

### Strategic Priorities:



**Our Destination:** *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



**Our Community:** *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



**Our Environment:** *We will ensure that environmental sustainability is at the heart of everything we do*



**Our People, Our Business**

*We will invest in our people and our business, and ensure long-term financial sustainability*

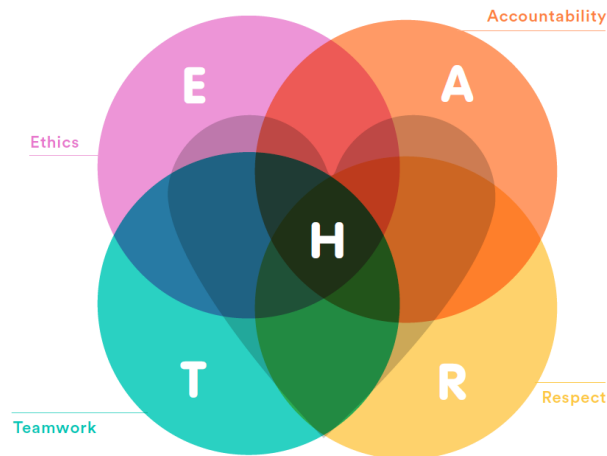


## Our Values

# HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



### ETHICS

*We do the right thing*

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

### ACCOUNTABILITY

*We own our actions and behave responsibly*

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

### RESPECT

*For our visitors, each other and our environment*

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

### TEAMWORK

*We work together to create and deliver a great visitor experience*

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



## POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>Assist in leading and motivating the team to consistently deliver West Beach Parks (WBP) Customer Experience Standards, fostering a welcoming and service-oriented environment.</li> <li>Ensure all staff provide prompt, accurate, and courteous service for food and beverage and retail transactions.</li> <li>Provide courteous and accurate answers to enquiries from customers.</li> <li>Assist in resolving customer issues, complaints and problems in a quick, efficient manner within delegated authority, ensuring positive outcomes which maintain a high level of customer satisfaction and quality service, and reinforce customer loyalty.</li> <li>Assist in the planning, coordination, and delivery of customer experiences, including The Food Truck, functions and events, to enhance engagement and drive revenue growth.</li> <li>Develop and maintain strong stakeholder relationships to support the promotion and reputation of WBP within the broader community.</li> <li>Demonstrate expert F&amp;B and service knowledge, enabling the team to confidently communicate, recommend, and sell F&amp;B and retail offerings.</li> <li>Foster open and effective communication with The Shack team, participating actively in regular meetings and collaborative initiatives to align goals and share insights.</li> </ul>	<ul style="list-style-type: none"> <li>100% delivery of Customer Service Standards.</li> <li>Positive feedback received on quality and efficiency of customer service.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>Supervise the operations of The Shack and The Food Truck to ensure an optimal level of service and hospitality is provided to customers.</li> <li>Ensure daily food safety practices are followed and documented, and report any non-compliance or risks to the Food and Beverage Team Leader and the Food, Beverage and Housekeeping Manager.</li> <li>Ensure every opportunity is captured to up-sell F&amp;B offerings.</li> <li>Ensure F&amp;B and retail stock levels are adequate at all times.</li> <li>Order, receive, unload, store and control F&amp;B and retail supplies.</li> <li>Issue and record F&amp;B and retail supplies provided to other WBP divisions.</li> <li>Ensure F&amp;B and retail shop presentation is maintained to a high standard.</li> </ul>	<ul style="list-style-type: none"> <li>100% delivery of Customer Service Standards.</li> <li>Drives The Shack and The Food Truck sales and supports revenue targets.</li> <li>Maintains accurate food, beverage and retail transactions.</li> <li>Ensures food, beverage and retail presentation is to a high standard, adequate stock levels, and hygiene compliance.</li> <li>Daily checklists are completed.</li> <li>Maintenance requests logged and resolved within 24 hours.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Operational continued</b>	<ul style="list-style-type: none"> <li>▪ Ensure correct stock rotation for F&amp;B products and that F&amp;B equipment is kept at a high standard of hygiene at all times.</li> <li>▪ Ensure the inventory control system in POS is maintained and updated accurately.</li> <li>▪ Ensure accuracy of receiving and checking paperwork from a variety of catering suppliers, data-entry and coding of information so that the records reflect accurate stock movements, purchases expenditure and stocktake.</li> <li>▪ Control transactions at The Shack and The Food Truck counters and ensure staff complete end of shift balances correctly and as per policy and procedure.</li> <li>▪ Ensure daily checklist is completed by all staff.</li> <li>▪ Ensure all maintenance requests are forwarded to the maintenance department via by phone.</li> <li>▪ Respond promptly to equipment issues or breakdowns, coordinating with relevant teams or contractors to ensure timely rectification and minimal disruption to operations.</li> </ul>	
<b>Financial/Reporting</b>	<ul style="list-style-type: none"> <li>▪ Assist in ensuring that all financial (invoices, reporting etc.) and HR/payroll related administrative duties are completed accurately and in accordance with company policies and procedures.</li> <li>▪ Manage the daily balance to ensure banking, credit card payments and other transactions/forms of payment balance. Report any issues immediately.</li> <li>▪ Monitor F&amp;B and retail stock ensuring correct pricing and appropriate par levels maintained.</li> <li>▪ Generate purchase orders and process invoices in an efficient and timely manner when required.</li> <li>▪ Assist in monthly stocktakes ensuring management and other costs are all maintained and or recorded.</li> <li>▪ All other reporting as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily banking reconcile and records accurate.</li> <li>▪ Stocktake completed within timeframe.</li> <li>▪ Maintain change levels in The Food Truck when required.</li> <li>▪ F&amp;B and retail stock correctly priced and appropriate par levels maintained.</li> </ul>
<b>Management and Leadership</b>	<ul style="list-style-type: none"> <li>▪ Lead, inspire, support, motivate, train and mentor direct reports and teams to ensure that: <ul style="list-style-type: none"> <li>○ our HEART Values are instilled into everyday behaviours,</li> <li>○ department/s and individual KPI's are achieved,</li> <li>○ there is effective work planning, resource allocation and productivity,</li> <li>○ work outputs are of a high standard, and</li> <li>○ a customer centric culture is instilled.</li> </ul> </li> <li>▪ Cultivate the culture and morale of the team and report back to the Manager on issues which may be having an impact on the team.</li> <li>▪ Assist with the implementation of the WBP Strategy and Plans as relevant to the department/s.</li> <li>▪ Recruit team members that are technically skilled or have potential to be through training.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated leadership and management.</li> <li>▪ Team and individual goals are achievable and relevant.</li> <li>▪ Effective use of performance development and management processes.</li> <li>▪ Appropriate training and development planning for the team.</li> </ul>





Key Result Areas	Responsibilities	Measures
<b>Management and Leadership continued</b>	<ul style="list-style-type: none"> <li>Management of team members including induction, professional development, reward and recognition, leave requests, timesheet approval via time and attendance system (Tanda), and performance management. Correct performance issues and counsel as required.</li> <li>Employment contract renewals are completed; new contracts provided to team members and signed copies of new contracts provided to payroll.</li> <li>Ensure scheduled training as per the WBP Learning and Development Framework is completed by all team members.</li> <li>Develop the required level of commitment and competence of the team in order to achieve goals and objectives and self-assess their performance, services, processes, resources and relationships with others.</li> <li>Ensure team achievements are recognised, key performance indicators and development plans established, and regular informal and formal performance feedback is provided through probationary and 6 monthly Performance Development Reviews (PDRs).</li> <li>Take responsibility for your own performance, clarify job responsibilities and look for opportunities that will develop your knowledge and skills. Develop/update your skills and knowledge (internally or externally) to reflect changed work requirements, technology etc.</li> <li>Achieve effective communication by briefing and debriefing the team, holding bi-monthly departmental meetings and actively encouraging transparent communication with other departments across WBP.</li> <li>Develop cooperation and trust with team members, management, colleagues and other departments across WBP and take into consideration the different viewpoints of others.</li> <li>Manage employee retention and coordinate workforce planning across the team as required to ensure responsiveness to changing and emerging customer needs.</li> <li>Actively contribute to the development and implementation of a team succession plan in conjunction with the Team Leader.</li> <li>Ensure department/s policies, procedures, work instructions and forms are updated prior to the expiry date.</li> <li>Promote and monitor team compliance of: <ul style="list-style-type: none"> <li>all policies, procedures and work instructions relating to the department/s,</li> <li>people management processes, and</li> <li>uniform/PPE requirements and personal presentation standards.</li> </ul> </li> <li>Ensure adherence to the principles and legislative requirements of people management, equal employment opportunity, anti-discrimination, social justice and work health, safety and welfare. This ensures providing a safe and secure facility for team members and customers.</li> <li>Complete annual review of all direct report Position Descriptions.</li> </ul>	<ul style="list-style-type: none"> <li>Team member leave requests are processed and timesheets approved prior to the payroll processing deadline.</li> <li>Employment contract renewals are completed in a timely manner.</li> <li>Signed new employment contracts are provided to payroll prior to the previous contract end date.</li> <li>Learning and Development Framework Training completed by the required deadline.</li> <li>Bi-monthly departmental meetings completed during the required months.</li> <li>Monthly 1:1 meetings to be conducted.</li> <li>1:1 notes regularly updated in WBP online PDR system for self and team.</li> <li>Regular use of High 5 by self and the team.</li> <li>PDRs completed by the required deadline.</li> <li>Policies, procedures, work instructions and forms updated prior to expiry date.</li> <li>Self and team compliance of policies, procedures and work instructions.</li> <li>Position Descriptions reviewed by the required deadline.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Work Health and Safety</b>	<p><u>Responsibilities as a Worker</u></p> <ul style="list-style-type: none"> <li>Take reasonable care for own health and safety and that of others whilst at work.</li> <li>Promote health and safety awareness by setting a good example.</li> <li>Comply with all WBP WHS policies, procedures, work instructions etc.</li> <li>Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others.</li> <li>Not perform any procedure or task unless you have received appropriate training and instruction.</li> <li>Use safety devices and personal protective equipment (PPE) correctly and in accordance with procedures/work instructions.</li> <li>Report potential and actual hazards.</li> <li>Report any near miss, accident or injury you sustain at work or outside of work.</li> <li>Keep work areas in a safe condition, ensure good housekeeping and safe access and egress.</li> <li>Participate in consultation regarding WHS.</li> <li>Complete all required WHS training.</li> </ul> <p><u>Responsibilities as a Supervisor</u></p> <ul style="list-style-type: none"> <li>Act as a work, health and safety role model.</li> <li>Participate in the development of and implement the WBP WHS system in consultation with Workers, Health Safety Representatives (HSR) and the Work Health and Safety/Return to Work Coordinator (WHSRTWC).</li> <li>Ensure that WBP procedures for regular consultation between Management and Workers are followed.</li> <li>Consult with the HSR and the WHSC on any proposed changes to the workplace, plant, equipment, substances used etc.</li> <li>Develop a safe working environment by controlling, directing and monitoring work practices through carrying out job safety analysis via detailed work instructions.</li> <li>Ensure all Workers work in a safe manner.</li> <li>Inform, instruct and train all Workers in the safe use of all plant, machinery, equipment, substances and materials used through the course of the Workers' employment, in appropriate language.</li> <li>Take appropriate immediate action on receiving notification of a work-related injury or illness to a Worker or the occurrence of a dangerous, hazardous or near miss situation.</li> <li>Investigate accidents and injuries as required.</li> <li>Assist in the recovery and return to work of Workers who are, or have been, absent from work due to injury or illness, by working in conjunction with the WHSRTWC.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates safe work practices and acts as a health and safety role model.</li> <li>Self, Worker and Contractor compliance of policies, procedures and work instructions compliance.</li> <li>Self and Workers completed all WHS training by the required deadline.</li> <li>Self and Worker correct use of all safety devices and PPE.</li> <li>Correct reporting system is used to report potential and actual hazards.</li> <li>Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work.</li> <li>Participates in keeping work areas in a safe condition, good housekeeping and safe access and egress.</li> <li>Controls, directs and monitors work practices to maintain safety.</li> <li>Takes appropriate immediate action upon notification of a work injury or illness or a dangerous, hazardous or near miss situation.</li> <li>Takes remedial action to control identified hazards</li> <li>Plant, machinery and equipment are well maintained.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Work Health and Safety continued</b>	<ul style="list-style-type: none"> <li>Take remedial action to control identified hazards and recommend control strategies to Manager/Executive where hazard control requires resources beyond the delegated authority.</li> <li>Ensure the issue, proper use and maintenance of PPE as required.</li> <li>Ensure all plant, machinery and equipment is well maintained as required.</li> <li>Carry out regular, well planned and thorough inspections of the workplace as required.</li> <li>Ensure good housekeeping within the workplace.</li> <li>Ensure safe access and egress to/from the workplace.</li> <li>Promotes and encourages participation in health and wellbeing initiatives.</li> <li>Ensure all Contractors adhere to WBP WHS policies, procedures etc.</li> </ul>	

## POSITION COMPETENCY

Area	Measures
<b>Customer Experience</b>	<p>I demonstrate the ability to communicate in a customer focused manner, understand the customer's needs, and ensure they are met in line with WBP Customer Experience (CX) Standards:</p> <ul style="list-style-type: none"> <li>- One crew, one mission.</li> <li>- I create memorable experiences.</li> <li>- I am passionate, kind and professional.</li> <li>- Every interaction counts.</li> </ul>
<b>Achievement Orientation</b>	<p>I enjoy achieving required results for all tasks.            I approach new challenges with a confident "can do" attitude.            I guide my own actions and approaches to task achievement.            I show pride when standards are met.            I prioritise and adhere to agreed timings.</p>
<b>Continuous Improvement</b>	<p>I demonstrate the ability to maintain effective processes and systems with a commitment to continuous improvement.</p>





## POSITION SELECTION CRITERIA

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below:

Type	Description	Criteria
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>Completion of: <ul style="list-style-type: none"> <li>Year 12 and a detailed knowledge of specific procedures and technical skills related to the role, requiring at least 2 years relevant work experience, often combined with some formal training, or</li> <li>completion of a Certificate IV (e.g. Customer Contact, Customer Engagement, Leadership and Management) and subsequent relevant work experience.</li> </ul> </li> <li>Current Australian driver's licence.</li> <li>Current Police Clearance.</li> <li>Responsible Service of Alcohol.</li> <li>Food Handling and Hygiene Certificate.</li> <li>Barista Training.</li> </ul>	<p><b>Essential</b></p> <p><b>Desirable</b></p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in a diverse customer service environment and dealing with people in a face to face manner.</li> <li>Demonstrated leadership qualities and experience coordinating and leading teams.</li> <li>Knowledge of food and beverage offerings.</li> </ul>	<p><b>Essential</b></p> <p><b>Desirable</b></p>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Proficient in using and explaining standard procedures, policies, guidelines and legislation.</li> <li>Management skills to enable effective leadership and motivation to employees.</li> <li>Ability to plan tasks for self and for team so that tasks are achieved within set deadlines.</li> <li>Ability to identify areas of improvement and where possible implement changes.</li> <li>Ability to impart knowledge and information on products, services and policies to employees.</li> <li>Practical knowledge of HR practices, WHS and food safety, and their application in a variety of workplace situations.</li> <li>Ability to work positively, cooperatively and productively in a team environment including treating others with respect.</li> <li>Highly developed IT knowledge including online ordering systems and Microsoft Suite.</li> </ul>	<p><b>Essential</b></p> <p><b>Desirable</b></p>



## POSITION RESOURCES & BUDGET

<b>No. of Staff Reporting to Position:</b>	The Shack Customer Service Team and contractors
<b>Financial Delegation (\$):</b>	Nil
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>▪ Weekend and public holiday work is essential with this position. A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent on tasks required to be performed to meet customer requirements and peak operational times.</li> <li>▪ May be required to work overtime.</li> <li>▪ Will be required to work across other areas of customer service, including holiday park activities program and events outside of The Shack.</li> <li>▪ Uniform will be provided and is to be worn whilst on duty.</li> </ul>

## POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	