

Position Title: Bar/ Wait Staff

Position Details

Position Number	2350
Position Classification	Level 2/1 – 2/7
Status	Casual
Directorate	Corporate & Commercial
Work Location	Kalgoorlie Golf Course
Reports To	Senior Officer Golf Course Events
Supervisory Responsibility	No direct/indirect supervisory responsibilities.

Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



Vision, Mission and Corporate Values

VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

'Working together for the place and people we call home.'

ACTRITE

Our Values for Performance and Accountability

Guiding our culture of performance, integrity, and impact

- **A** **Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- **C** **Collaboration** We work together with shared purpose to achieve common goals.
- **T** **Teamwork** We support one another, celebrate success and grow stronger together.
- **R** **Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- **I** **Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- **T** **Transparency** We communicate openly, share information freely and foster trust.
- **E** **Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we *ACTRITE*.

Position Overview and Purpose

This position is responsible to deliver friendly, efficient customer service to create a warm and welcoming atmosphere to all our customers, with the key aim of retaining and attracting new customers. Maintain a high level of cleanliness throughout the restaurant and bar in accordance with the health and safety act.

Position Accountabilities

Key accountabilities

- Always serve and present beverages and meal orders with excellent customer service.
- Always keep the bar area and front of house clean and tidy, including mopping floors, vacuuming, table clearing and wipe down, including veranda areas.
- Ensure all areas are always clean and tidy including windows and glass doors.
- Clean Fridges, Cool room and shelves as required. Keep all fridges stocked and rotated.
- Carry out duties to set up functions and carry out general service at functions.
- Ensure that the outdoor BBQ area is always clean and tidy.

Key Performance Indicators

- Maintain a clean and clear bar area.
- Ensure all fridges are stocked.

Judgement & Decision Making

- Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.
- Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.
- Apply legislation and Council policy direction to decision-making with guidance from the Manager.
- Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.
- Apply knowledge and skills to ensure consistent quality outcomes

Skills & Knowledge

- Responsible Service of Alcohol Certificate (RSA).
- Ability to work in and contribute to a team environment.
- Excellent motivation, communication, and interpersonal skills with a customer service focus.
- Current satisfactory National Police Clearance.
- Current WA “C” Class driver’s licence.

Corporate Accountabilities

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.

- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate Responsibilities

- Adhere to all City of Kalgoorlie-Boulder policies and procedures.
- Understand the principles of strong customer service and undertake duties in accordance with the City's Customer Service Charter.
- Ensure that all stakeholders are dealt with in a timely, courteous, and professional manner.
- Takes responsibility for and actively undertakes risk management activities in accordance with the City's Risk Management requirements.
- Promote positive and collaborative culture and values of the organisation through open, fair, and transparent decision-making and ethical, professional behaviour.
- Ensure that you take reasonable care to ensure your own health and safety and that of others.