



RAY OWEN SPORTS CENTRE KIOSK MANAGER DUTY STATEMENT

The Ray Owen Sports Centre Kiosk
ABN 54 828 324 255
is a legal entity as a partnership of
Kalamunda & Districts Basketball Assoc Inc and
Kalamunda & Districts Netball Assoc Inc.

rayowenkiosk@gmail.com

RAY OWEN SPORTS CENTRE KIOSK

POSITION DESCRIPTION

KIOSK MANAGER

Reports to:	KDNA President and KDBA President
Direct Reports:	Kiosk Staff
Key Stakeholder Relationships:	KDBA Operations Manager
	KDNA Manager
	City Of Kalamunda Staff
	KDNA & KDBA Members
	Public

Overall Position Objective:

The Kiosk Manager is responsible for the operations of the Ray Owen Sports Centre Kiosk. The Kiosk Manager ensures that all aspects of an effectively running kiosk are managed and organised. Due to the nature of this role, flexibility of hours of duty will be required in accordance with the stadium activities and the fulfilment of this position. Regular evening and weekend work may be required.

Responsibilities and Duties

Kiosk Sales

- Oversee the day to day operation of the kiosk
- Determine Kiosk operating hours in consultation with associations
- Establish regular suppliers
- Develop a relationship with suppliers to negotiate beneficial terms and conditions for the Kiosk
- Ensure stock is stored and displayed appropriately
- Monitor stock control on a regular basis
- Liaise with clubs and groups to co-ordinate special requirements and events
- Take direction from associations regarding health directives

Staff Supervision

- Ensure appropriate staff levels are maintained
- Select and train kiosk staff in customer service, safe food handling practices, stock control and occupational health and safety
- Prepare and implement kiosk staff roster
- Ensure correct payment of staff

Customer Service

- Ensure high standards of service to the public
- Ensure high standards of cleanliness throughout the Kiosk Served, Café, and food preparation areas.
- Liaise with City of Kalamunda regarding health and fire inspections.
- Maintain registration of the Kiosk as a Food Handling Establishment with the City of Kalamunda
- Ensure all kiosk tables and chairs are clean and presentable at all times

Administration

- Receive and record daily sales and wages and eftpos transactions
- Process banking
- Maintain adequate cash levels for floats and additional change
- Process and settle supplier accounts according to their trading terms
- Determine pricing structures and policies
- Place orders with suppliers to ensure adequate stocks levels
- Receive and ensure all stock delivered is in good condition
- Determine stocks levels with regard to seasonal variations
- Conduct stocktake at determined periods
- Assist Accounts Officer with financial requirements
- Ensure equipment is regularly maintained and in a safe condition
- Ensure the floor of the Kiosk is maintained and resealed on a regular basis (annually)
- Source and seek approval for purchase of new equipment and/or kiosk improvements
- Keep Kiosk operations, equipment, and staff adequately insured
- Attend meetings with Associations as required

Skills, Knowledge and Experience

- Excellent time management and organisational skills.
- Excellent interpersonal and communication skills.
- Ability to exhibit multi-tasking and work independently and as a team member.
- Self-motivated, focused and able to complete tasks on time.
- Sound knowledge of IT especially Microsoft suite of applications and basic accounting software.
- Knowledge of food and hospitality industry including stock control and purchasing procedures
- Knowledge of effective sales and promotion techniques

Qualifications

- Current Working with Children Check or ability to obtain prior to starting the position.
- First Aid Training (Provide First Aid) or ability to obtain prior to starting the position.
 - Current Infection Control Training – Covid 19

Remuneration and Hours of Work

- \$30 per hour (casual rate)
- Approximately 18 hours per week (fully flexible working hours)
- Extra hours can be negotiated in customer service role