

Position Description

Roadhouse Attendant

Company: Tasco Petroleum

Location: Trentham Cliffs Roadhouse

Function: Roadhouse Attendants may be required to sell fuel, lubricants, takeaway food, drinks and other items, and provide efficient and timely assistance to customers and other staff. Roadhouse attendants also prepare, serve, and manage the preparation of fresh, convenience, takeaway foods and meals for public consumption.

Reporting to: Site Manager and Retail Manager

Liaising With: Customers and staff

Hours of Duty: **Casual staff** - Each shift is an individual agreement to work. A Roster prepared in advance, is an indication of shifts that you may be offered, but it is NO guarantee of regular and ongoing shifts within the terms of your casual employment.

Permanent staff – hours of work will depend on the agreed pattern of work stated in your contract of employment. additional hours and shifts may be necessary to continue efficient service to patrons, and Award penalties and loadings will be paid.

KEY CRITERIA:

1. It is essential that casual employees are available to work a reasonable number of weekends and public holidays to relieve permanent staff when taking Leave.
2. Employees must have:
 - 2.1. Excellent communication skills both written and verbal
 - 2.2. The ability to function within varied roles in relation to the roadhouse operations
 - 2.3. Experience in cash handling
 - 2.4. Ability to identify and investigate discrepancies
 - 2.5. Basic knowledge of Safety, Health & Environmental (SHE) requirements
 - 2.6. An understanding of stock procedures and the reconciliation process
 - 2.7. An understanding of the safe purchase, storage, preparation and handling of food and food-contact surfaces
 - 2.8. Act as a brand ambassador for Tasco Petroleum and Ampol at all times
 - 2.9. The ability to meet Tasco Petroleum standards for all product quality, speed of service, cleanliness and sanitation
 - 2.10. Ability to physically cope with lifting, moving, handling, pushing and pulling retail stock, display trolleys, bags of ice, and promotional items in a safe and sustainable manner.
 - 2.11. The ability to work solo shifts confidently and safely after being trained and assessed as competent to do so

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DUTIES:

3. Roadhouse Attendants have a high level of contact with the public and work mainly in a retail setting. The following tasks are common at most Tasco Petroleum sites, but additional duties may be identified during induction:
 - 3.1. Deliver friendly, fast and correct service to every valued customer
 - 3.2. perform cash, EFTPOS and credit card transactions in an ethical and accurate manner, and operate a computerised console machine and cash register
 - 3.3. Able to calculate figures, handle money and write clearly
 - 3.4. Utilize money safes as instructed
 - 3.5. Replenish stock and maintain displays for the retail section of the service station
 - 3.6. Complete tasks as assigned in daily, weekly and monthly checklists
 - 3.7. Carry out basic administrative work
 - 3.8. To dip fuel tanks, clean environmental spills of diesel, petrol and or LPG according to our safety practices if called upon to do so.
 - 3.9. Roadhouses require staff to prepare fresh and cooked eat in and take away foods including the cleaning of preparation areas and equipment, and temperature-controlled food service areas
 - 3.10. To stock, prepare and serve food and beverages in accordance with the food safety program in place,
 - 3.11. Perform all cleaning duties as per the store roster, including toilets if required to do so,
 - 3.12. Follow all guidelines and help to manage report and record all incidents, hazards and potential hazards occurring on shift
 - 3.13. Actively supporting local store promotions
 - 3.14. Refer any difficult customer enquiries or malfunctioning equipment to the Manager.
 - 3.15. And other duties as directed by the Team Leader or Retail Manager.

PERSONAL REQUIREMENTS:

4. Quality customer service starts with the first impressions. In addition to site cleanliness and stock management, staff presentation is important. As a Tasco Petroleum employee you are expected to:
 - 4.1. Following basic procedures in relation to uniforms, grooming and punctuality.
 - 4.2. Have a friendly manner and good communication skills
 - 4.3. Enjoy practical and manual activities
 - 4.4. Assist others when needed while maintaining consideration for proper procedures.
 - 4.5. Not suffer from skin allergies caused by exposure to petrol or oil, petroleum products or foods served on premises
5. Before commencement of employment, any pre-existing injuries, health conditions or disorders must be reported in writing to the Human Resources Manager if they may restrict, limit or hinder the employee in carrying out the described duties. Non-disclosure could impact ability to access Insurance entitlements in the event of an accident, injury or work cover claim.

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SPECIAL REQUIREMENTS:

- 5.1. The incumbent must be confident in all safety procedures and have the ability to communicate with all levels of staff and management.
- 5.2. He/she must comply with all performance standards, including maintaining operational and kitchen areas to exceed cleanliness, comfort and convenience expectations.
- 5.3. He/she must be self-motivated and prepared to continuously improve and update relevant skills and knowledge of procedures and retailing in the fuel industry.
- 5.4. MUST attend 3 safety meetings annually as a minimum (Safety Meetings are usually conducted quarterly)

TRAINING:

6. Casual employers are required to complete basic training and required upgrades of specific training in regard to:
 - 6.1. ACAPMA Fuel Industry Retail Training Packages
 - 6.2. Safety, Health and the Environment (SHE) procedures
 - 6.3. Safe Food Handling
 - 6.4. Responsible Service of Alcohol (NSW)
 - 6.5. Retail Security Precautions
 - 6.6. Correct Manual Handling Techniques
 - 6.7. Emergency Response including use of Fire Extinguishers
 - 6.8. Any other training necessary for a safe and compliant workplace

LEVEL OF DELEGATED AUTHORITY:

7. The employee will have authority to act within the limits of this Position Description providing the actions of the incumbent:
 - 7.1. Do not incur unauthorised expenditure
 - 7.2. Contravene policies and procedures that apply throughout the Company.
 - 7.3. Infer or acknowledge possible causes or liabilities to the detriment of the Company or are likely to harm or otherwise affect its public image.
 - 7.4. Are in contravention of the relevant Conditions of Employment.
 - 7.5. Breach the confidential nature of the work

REMUNERATION STRUCTURE AND CONDITIONS OF EMPLOYMENT:

8. An hourly rate is paid (plus the casual loading for casual employees) plus any penalty rates applicable to your circumstances per the Vehicle Repair, Service and Retail Award - 2020.
 - 8.1. Casual loading is paid in lieu of permanent benefits including paid Leave entitlements.
 - 8.2. Other conditions of employment will be in accordance with the Award.

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Physical Requirements:	Roadhouse Attendants will be required to meet the following physical requirements as intrinsic requirements of the role; • Ability to lift and stack store items within occupational health and safety limits • Ability to comfortably stand unsupported while discharging duties • Ability to clean premises and facilities including toilets, basins, floors, windows and forecourt • Ability to empty and maintain bins onsite • Ability to move and maneuver fire extinguishers
Skill Requirements:	Roadhouse Attendants will be required to demonstrate the following skill requirements as intrinsic requirements of the role; • Ability to follow instructions and comply with standards • Food preparation and food safety skills • Accuracy (cash, temperature, stock) • Computer Skills (Point of Sale) • Customer Service
Performance Management and Review:	Roadhouse Attendants are subject to regular performance monitoring. This provides an opportunity to review current performance against expectations and provide positive feedback or corrective action if required. Where performance or behaviour is not meeting expectations Performance Management may be applied, including retraining. Where performance or behaviour warrants it formal warnings or even dismissal and/or referral to the police may be undertaken.
Drug and Alcohol Testing:	Like all employees, Roadhouse Attendants are subject to the requirement not to have, consume, sell, provide, manufacture or distribute drugs or alcohol on company-controlled premises or in association with their employment. Random searches to ensure compliance with this policy will be undertaken. Like all employees, Roadhouse Attendants may be subjected to additional drug and alcohol testing in response to risk assessments or an incident.

I, _____, declare that I have read and understand the requirements of my role as detailed above and agree to them fully.

By signing below, I commit to performing all tasks, requirements and responsibilities as outlined here. Further I commit to complying with the Business Policies, Code of Conduct, Standard Operating Procedures and task instructions and the directions of my supervisor and management. I understand that failure to comply with these requirements and expectations will be treated seriously by the business and may result in retraining or performance management, including possible termination of my employment or even referral to the police.

Signed by: