



Cafe All Rounder

Position Description

Reporting to:	Grocery Area Manager	Work location:	CERES Grocery, Café and Bakery
Department:	Grocery	Budget holder:	Grocery Area Manager
Team:	Grocery and Cafe	Direct reports:	None
Classification:	RT1	Working conditions:	Casual

Organisation Overview

About CERES Grocery, Bakery and Cafe

The CERES Grocery, Bakery, and Cafe is a vibrant space at the centre of CERES Farm community food system. The Grocery supports locally grown organic growers and producers while providing a hub for community to come together to form a positive food culture. The Grocery plays a key part in a local food network sourcing food grown either in CERES' own inner city market gardens or from Victorian farmers before buying from interstate and trades 7 days a week, 9am to 5pm. The Grocery provides bulk whole foods, dairy products, household items, and body products. Alongside the Grocery, the Café operates every day 9 am – 3:30 pm and the Organic Sourdough Bakery bakes fresh bread and pastries 7 days a week.

CERES Grocery is not just a place for weekly shopping and trade, it is a place for people to come together and create a community surrounding the food that sustains us and is a key social enterprise contributing financially to other non-income generating areas of CERES.

About CERES

CERES is an environmental education centre, urban farm and social enterprise hub spread across four locations, linked by the Merri and Darebin Creeks on Wurundjeri Country, Melbourne. A world where people have fallen in love with the earth again, is our vision for change.

Role Purpose

The aim of this position is to provide excellent customer service and assist in the general smooth running of the grocery and café.

The role reports to the Grocery Area Managers but will be guided by the relevant shift supervisor.

CERES

Key Areas of Accountability

1. Customer Service

- Assist in the opening, operation, and close of the grocery and cafe
- Provide an exceptional level of customer service
- Support and work effectively with team members
- Inform and educate the community about sustainable forms of food production

2. Stock Management

- Assist with receiving and unpacking deliveries
- Assist with the rotation of stock, merchandising, and display of stock
- Contribute towards the general upkeep, cleanliness, and maintenance of the grocery and cafe

3. General Duties

- Maintain food safety standards
- Preparing drinks and food for customers
- Cash handling and point-of-sale duties
- Work in alignment with CERES purpose, vision, and strategic plan
- Support and collaborate with other areas of CERES
- Other duties as requested by the Grocery Manager or shift Supervisor

4. Health, Safety, Security and Risk Management:

- Be a role model for safety and security including complying with all safety instructions and training given at the workplace.
- Act in a safe manner at all times and participate in keeping all employees, contractors, and volunteers safe whilst on and off the premises.
- Report all incidents, potential hazards, and injuries in a timely manner.
- Be aware of the risks associated with your team's everyday work and ensure appropriate mitigation measures are applied.

Person Specification

Essential:

- Previous experience as a Barista and FOH
- Exceptional customer service skills
- Willingness to work in a fast-paced customer-focussed workplace
- Strong communication skills with the ability to build rapport quickly
- Proven ability to work in a supportive and collaborative manner
- Organised with the ability to multi-task and work effectively with minimal supervision



Other Important Information

- In line with the *Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015*, CERES is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.
- It is the employee's responsibility to familiarise themselves with, understand, and adhere to CERES' Policies and Procedures as varied from time to time.