

Key Duties

Shop Assistant - Croppa Creek Store

Customer Service and Sales

- Greeting customers and identifying their needs in a pleasant and individualised way.
- Developing solid product knowledge in order to deliver good customer service.
- Accurate operation of Cash register and Eftpos facilities, including daily report printing and balancing.
- Money handling including cash, cheques, Eftpos and charging of account customers.
- Service of fuel and gas and as required and the accurate recording fuel and Oil sales on behalf of Lowes Petroleum.
- Assisting customers needs for spare parts.
- Correctly identifying spare parts.
- Accurately recording the sale of spare parts.

Food Preparation

- Preparing food to shop standard and within hygiene standards.
- Taking of customers' orders, both over the counter and via the telephone.
- Preparing food in a timely and visually pleasing manner.
- Operating of kitchen equipment safely.
- Maintaining and cleaning equipment to hygiene standards, including the observation of correct temperatures in all refrigeration units.

Stock Organisation

- Identifying deficiency in stock levels and advising management.
- Taking delivery of stock from carrier including cartons of beer and other heavy products.
- Checking off of delivery dockets.
- Storing the delivered stock in a logical manner, noting "used by" dates and sorting accordingly.
- Identifying required stock, then neatly placing products on shelves and in fridges to maintain stock levels.
- Clearing away of packaging products.
- Handling of frozen goods.
- Calculating of mark up and using a pricing Gun to price grocery lines.

Post Office Duties

- Receiving and sorting of letters and parcels according to Australia Post standards.
- Delivery of Australia Post services including the issuing of Money Orders, taking of Post Bill Payments and Mail Redirections along with any other services offered by Croppa Creek Licensed Post Office.
- Ordering of Stamps
- Cash Handling.
- Maintaining with strict confidentiality items sent and received via Australia Post.
- Assessing and weighing of parcel post items and accurately assessing the relevant postage cost. This will include local, interstate and overseas mail.

Accommodation

- Accurately taking bookings for accommodation at our Cottage at Croppa Creek
- Making beds and cleaning linen before and after guests.
- General cleaning including vacuuming, mopping of all areas in the Cottage.

Cleaning

- Sweeping of shop floors and outdoor areas of the store.
- Cleaning to food standard of all food service areas including machinery, floors and windows.
- Cleaning of Glass fridge and freezer tops and doors.
- Cleaning of the bathroom facilities at the shop including the toilet, shower and hand basin
- Occasional washing of tea towels and other linen associated with the shop.

Work Ethic

- Punctuality is paramount. Ideally, arrival at work should be no later than 5 minutes prior to your shift start.
- A neat and tidy presentation is expected. Uniforms will be provided after the completion of the trial period.
- We expect a motivated and positive attitude at all times.
- We require you to be in good health, especially in regard to lifting. Disclosure of any ailments that could impede your work will be required.
- We expect every person that enters our shop to be treated in a non judgemental way, and that information disclosed in the shop is kept with the utmost of confidence.
- Lunch and coffee breaks will not always be at the same time, so being flexible will be a great advantage.

General Duties

- Any other duties not outlined above.
- To be able to problem solve.

Training Strategy Croppa Creek Store

RETAIL STORE / SHOP

1. Cash Sales(Register Eftpos accounts)
2. Food preparation consistent recall of all food/drinks on menu
3. Coffee Machine operation/cleaning
4. Lowes Fuel Arrangement
5. Phone Manner Orders/Catering/Message taking
6. Retailing products
7. Product replenishment shelf stacking
8. Cleaning all areas including food prep, shop floors, and outdoor areas incl windows.

POST OFFICE

1. Parcel assessment
2. Sorting of mail items
3. Processing payments via Electronic system
4. Processing money orders
5. Retailing LPO Stock
6. Identifying unaddressed mail and distributing it
7. Managing Newspaper supplies

ACCOMMODATION

1. Taking bookings
2. Preparing rooms for clients
3. Preparing meals
4. General Cleaning

SPARE PARTS

1. Spare parts identification
2. Parts sales (recording a sale)
3. Gas Sales
4. Hydraulic Hose Preparation
5. Parts ordering on occasion
6. Checking of parts receivables

Key Duties - General Assistant Croppa Creek Store

Accommodation

- Making beds and cleaning linen before and after guests.
- General cleaning including vacuuming, mopping of all areas to a professional standard in the accommodation facilities.
- Observe and report any maintenance requirements.

Food Preparation

- Preparing food to shop standard and within hygiene standards.
- Preparing food in a timely and visually pleasing manner.
- Operating of kitchen equipment safely.
- Maintaining and cleaning equipment to hygiene standards, including the observation of correct temperatures in all refrigeration units.

General House Keeping

- Identifying, collecting and washing of families clothes
- Hanging, drying and folding clothes.
- Sorting clothes and ironing
- Hanging ironing
- Making beds and cleaning linen.
- General cleaning including vacuuming, mopping of all areas of the house.

Outdoor garden keeping

- Use of ride on lawn mower and keeping lawns in a neat manner
- General weeding of gardens and tidying grounds.

Work Ethic

- Punctuality is paramount. Ideally, arrival at work should be no later than 5 minutes prior to your shift start.
- Honesty. If you are dishonest in any way you will be **dismissed immediately**
- A neat and tidy presentation is expected.
- We expect a motivated and positive attitude at all times.
- We require you to be in good health, especially in regard to lifting. Disclosure of any ailments that could impede your work will be required.
- We expect every person that you encounter while working with us to be treated in a non-judgemental way, and that any information disclosed by them be kept with the utmost of confidence.
- Lunch and coffee breaks will not always be at the same time, so being flexible will be a great advantage.
- Contact with management will be by telephone call NOT texting.
- The constant requirement to change your shifts will result in our reconsidering your employment.

General Duties

- Any other duties not outlined above.
- To be able to problem solve.