

Oyster Farm Shop Assistant

Responsibilities

This position is a multifaceted role performing the day-to-day activities of shop fronting the Farm Shop including but not limited to serving customers, taking orders and preparing lunches, lunch menu preparation, shop opening process, shop closing process, daily clean down, etc plus product value-adding, providing a visitor experience, providing a tour experience, providing information about and promoting our products locally and offshore.

When more than one staff is rostered on to run the farm shop, the Primary role will be the person listed on the roster first. This Primary person has the responsibility of making sure that those tasks marked with a 'P' in the list below are completed that day. The Secondary person shall assist in the completion of all tasks for the day. At no time shall a Shop Assistant have no work to do, if there are no customers there are ALWAYS tasks that need to be completed each month and processing work to be done. Primary Shop Assistants need to start work at the time specified on the roster or earlier depending on the amount of lunch preparation required and enough time needs to be allowed for clean-up.

Primary/ Secondary	Responsibilities
P/S	Provide excellent customer service - SMILE Tell 'our story' and educating visitors in a fun, informative and animated way, provide an 'on farm' experience, greet each customer upon entry both verbally and with a smile. Make them feel welcome.
P/S	Complete the Opening Shop Daily Checklist Failure to complete and sign this list each day is a breach of company policy
P/S	Complete the Lunch Preparation Checklist daily; chopping lemons, making platter pots, sauces, thawing product as required and in accordance with documented instructions Failure to complete and sign this list each day is a breach of company policy
P/S	Complete the Closing Shop Daily Checklist Failure to complete and sign this list each day is a breach of company policy.
P	Balance the register and complete all blue fields on Register Spreadsheet to balance each day Failure to complete and sign this list each day is a breach of company policy.
P	Report/Record any incidents/issues from the day Food safety, health and safety, customer service, suggested improvements
S	Complete Processing task list priorities in accordance with documented Product Processes Failure to follow documented product processes is a breach of company policy.
S	Complete Shop Monthly Checklist Failure to complete and sign this list each month is a breach of company policy.
P	Liaise with Farm and Processing as required
P	Responding promptly to emails and phone messages
P/S	Take photos of visitors, specials or fun things that may be used on Facebook
P/S	Take orders, enter each transaction in cash register against correct department, provide wine glasses, remove bottle tops off alcohol, serve fresh oysters, offer tastings of farm shop products e.g. Kilpatrick sauce, smoked oysters, dip, Provide advice to customers on how to handle and prepare products back in their home (STATION1)
P/S	Lunch Menu preparation as per documented instructions, thawing product, cooking to order as per documented instructions, plating up as per documented instructions, page customers to pick up completed orders (STATION2)
P/S	Check Best Before and Harvest dates on all product
P/S	Record any stock getting low on white board in office
P/S	Ensure premises and equipment is kept clean, tidy and well presented
P/S	Ensure fridge and freezer displays are full and appealing
P	Ensure special signs are fresh and updated daily
P	Ensure cash is accounted for and locked up securely at the end of each day
P	Aim for zero wastage of product and of staff time
P/S	Write down any suggestions or issues to improve in the communications book
S	Receipt and price incoming stock according to documented processes Failure to follow documented product processes is a breach of company policy
P	Check Produce calendars to ensure best before dates to not expire and set specials
P/S	Record incoming oysters from farm on Incoming Oyster Log
P/S	Record harvest dates on tubs and shuck dates on opened oysters

P/S	Shuck oysters when required and record quantities on Processing Log
P/S	Complete fortnightly timesheet when start and finish each day as per documented instructions Failure to follow documented product processes is a breach of company policy
P/S	Keep work areas clean and tidy throughout the day
P/S	Maintain personal hygiene throughout the day
P/S	Monitor fridge and freezer temperatures throughout the day and act on any issues
P/S	Work in accordance with Liquor Licensing Risk management plan
P	Waste Management in accordance with documented instructions; clean up after customers, bin management inside and out Failure to follow documented product processes is a breach of company policy
P/S	Tell 'our story' by conduct daily land-based oyster farm tours as rostered as per documented instructions

Essential Skills/Abilities/Experience/Qualifications

Must be a friendly people person
Must have a professional approach to all aspects of work
Must be prepared to work hard when required
Must be flexible and an 'all rounder' to work on all aspects of the business as required
Must be able to communicate effectively with visitors of all nationalities with varying languages
Must be able to sell our farm, our products and our 'story' in a fun and informative way
Must have a passion for local produce, in particular our oysters, and be able to convey this passion in a friendly, informative way
Must be prepared to perform all tasks relating to the day-to-day operations
Must be process driven and committed to continuous quality management
Must have the ability to work across all layers of business and communicate effectively e.g. government reps, fishermen, filleters/shuckers, farmers, customers, business owners etc
Certificate in food handling
Responsible service of Alcohol training and/or badged Responsible Person
Ability to work effectively both individually and within a team
Ability to resolve conflict in a positive and professional manner
Ability to handle busy, high pressure situations whilst still maintaining high level of customer service

Desirable Skills/Abilities/Experience/Qualifications

Experience working with Point of Sale software
Kangaroo Island Ambassador training
Senior First Aid Certificate
Experience working in a HACCP certified environment
Experience in retail sales environment
Experience in tourism on Kangaroo Island or in an iconic tourism region