

ROLE SPECIFICS

POSITION TITLE	Café Attendant
REPORTS TO	Operation Manager
LOCATION	Alan Mathews Drive, Mildura, Victoria, Australia
WEBSITE	www.milduraairport.com.au
TERMS	Casual
HOURS OF WORK	As required
REMUNERATION	Café Attendant – Level 2 (casual) - \$32.21
APPROVALS:	Chief Executive Officer

ORGANISATION OVERVIEW

Mildura Airport is the largest regional airport in Victoria, hosting an average of 190,000 passenger movements each year. Located in the heart of one of Australia’s most productive agricultural regions, the airport plays a vital role in connecting the region to broader national and global networks. It serves as a key aviation gateway for intra-state, inter-state and international travellers, supporting tourism, business connectivity and ongoing economic growth across the greater Mildura region.

The airport precinct is situated approximately 10–15 kilometres from Mildura’s town centre and is conveniently located near local shops, award-winning restaurants and the Murray River waterfront.

Working in partnership with Mildura Rural City Council and key stakeholders, Mildura Airport is committed to delivering a safe, efficient and sustainable airport operation. The organisation is proud to be a White Ribbon Accredited workplace, demonstrating a strong commitment to respectful relationships, gender equality and a workplace culture that is safe, inclusive and free from violence, harassment and discrimination.

VISION, MISSION AND VALUES

Our Vision:	To strategically guide and manage the ongoing growth and development of the Mildura Airport, as a key transport gateway and as a major community asset for the greater Mildura Community.	
Our Mission:	To be an efficient, effective and sustainable air transport service hub for the Mildura Community. Connecting our broader community through safe air travel compliance, maintaining facilities through an effective board and management team	
Our Values:	<ul style="list-style-type: none"> ❖ Our People ❖ Safety First ❖ Professional 	<ul style="list-style-type: none"> ❖ Community Focused ❖ Innovative ❖ Solution Focused

POSITION BRIEF

The Café Attendant provides efficient and friendly customer service while supporting the day-to-day operations of the airport café. The role is responsible for delivering high-quality food and beverage service, including coffee preparation and responsible service of alcohol, ensuring consistency, cleanliness and speed in a fast-paced environment.

The Café Attendant contributes to a positive team culture and ensures customers always receive a professional and welcoming experience.

The role will also assist with general café operations, including food preparation, cleaning and stock control and will support team members during busy periods and operational demands while maintaining compliance with all food safety and liquor licensing requirements.

POSITION REQUIREMENTS

Cafe Operations

- Prepare and serve coffee and beverages in line with café standards
- Prepare and serve food items
- Operate POS system and process transactions accurately
- Maintain display cabinets and ensure product presentation is of a high standard
- Replenish stock and monitor product levels throughout shifts
- Assist with opening and closing procedures

Customer Service

- Provide friendly, efficient and professional service to all customers
- Respond to customer enquiries and resolve issues where appropriate
- Maintain a positive and welcoming café environment
- Work efficiently during peak service periods to minimise wait times

Food Safety and Compliance

- Follow all food safety and hygiene standards
- Ensure correct handling, storage and rotation of food products
- Maintain cleanliness of all food preparation and service areas
- Assist with cleaning schedules and daily equipment cleaning (including ovens, coffee machine and workstations)

Team Support

- Work collaboratively with team members to ensure smooth operations
- Assist other staff during busy periods as required
- Communicate effectively with supervisors and team members

General Duties

- Maintain cleanliness and organisation of café and back-of-house area
- Assist with stock deliveries and storage
- Undertake additional duties as required to support café operations

OH&S Responsibilities

- Comply with all workplace health and safety policies and procedures
- Take reasonable care for personal health and safety and that of others
- Report hazards, incidents and unsafe practices promptly
- Contribute to a safe, respectful and compliant work environment
- Follow safe work practices, particularly when using equipment

Key Skills & Experience

- Previous experience in a café or hospitality environment
- Barista experience highly regarded
- Strong customer service skills
- Ability to work in a fast-paced environment
- Good communication and teamwork skills
- Reliable and punctual with a strong work ethic
- Attention to detail and ability to follow procedures

Key Selection Criteria

Essential

- Previous hospitality or customer service experience
- Availability to work afternoons and weekends
- Victorian Driver Licence

Desirable

- Food Safety certification
- Barista experience

Employee Signature:	<hr/> Incumbent	Date:	
Manager Signature	Operations Manager	Date:	