



Bellarine Peninsula Basketball Association

PO Box 638 Drysdale, 3222
ABN 39 736 685 016



Customer Service Officer – Position Description

Bellarine Peninsula Basketball Association (BPBA)

Position Overview

BPBA is seeking friendly and motivated **Customer Service Officers** to join our **Courtside Café team**. This role involves providing excellent customer service, handling food and beverage sales, and maintaining a clean and organized environment.

Key Responsibilities

- Provide professional and friendly customer service.
- Operate coffee machines, prepare and serve food and drinks.
- Handle customer transactions using **Square, Teammo and Teampay** platforms.
- Maintain cleanliness and hygiene in all café areas.
- Restock shelves, fridges, and freezers as required.
- Assist with basic food preparation and packaging.
- Answer phone inquiries and provide assistance as needed.
- Complete end-of-shift cleaning tasks, including dishes and sanitizing equipment.

Skills & Experience

- **Customer Service:** Friendly and professional interaction with customers.
- **Food Handling:** Basic food preparation knowledge (Do Food Safety Certificate required; online completion available).
- **Coffee Making:** Experience is desirable but not essential.
- **Time Management:** Ability to multitask during busy and quiet periods.
- **Teamwork:** Work efficiently with other staff members.
- **Communication:** Clear and effective communication with customers and colleagues.
- **Cleaning & Organizing:** Maintain hygiene and order in the café.
- **Tech Skills:** Confidently use online payment platforms such as Square, Teammo and Teampay.



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Shift Availability

- Weeknight and weekend shifts available across multiple venues, including **Bellarine Sports Centre, Bellarine Aquatic & Sports Centre, St Ignatius College, Christian College Drysdale, and Ocean Grove Primary School.**
- **Game nights include:** Monday to Thursday evenings, Saturday mornings, and special event nights for **VJBL and Big V games.**
- Some shifts may require travel in the Bellarine Peninsula and setup/pack-down duties.

Training will be provided as required.